

Warranty Agreement

This factory limited warranty agreement is between Pacific Rim Int'l West Inc. , dba Ice Bear (hereafter referred to as Ice Bear) and its wholesale clients (hereafter referred to as Dealer). There are no agreements or warranties, expressed or implied, including warranties of merchantability or fitness for a particular purpose, other than those stated in this agreement. Dealer agrees to enter into this agreement by purchasing from Ice bear. This warranty is offered by Ice bear to its Dealers and is not transferable to any other dealerships or retail consumers.

Warranty Period & Coverage

The factory limited warranty starts on the date that the unit is sold to Dealer's customer or 2 months after receiving at Dealer's location whichever comes first. After selling the unit the Dealer must register online within 10 business days of the sale date to start the warranty coverage and provide a copy of the bill of sale. Failure to do so will void any warranty request. Please see our website for instructions on how to register.

Warranty coverage

During the warranty period, Depending on model Ice bear will cover either parts only or parts and labor. Ice bear does not cover the labor or freight to send back defective parts or ship out replacement parts. Parts are covered under this warranty to be free from manufacturer defects. Parts not included in this warranty are listed below in Warranty Limitations. Any parts deemed questionable by Ice Bear must be submitted to Ice bear for approval.

On-road products:

- 12 months or 1500 miles (whichever comes first) Engine/Transmission Warranty
- 6 Months or 750 miles (whichever comes first) Limited Electrical System, Chassis/Suspension Warranty
- 90 Days Limited Battery Warranty
- 30 Days fuel system warranty
- 10 Days chrome parts warranty

Off-Road products:

- 6 Months Engine/Transmission Warranty
- 90 Days Limited Chassis/Suspension, Electrical System, Battery Warranty
- 30 Days fuel system warranty
- 10 Days chrome parts warranty

UTV products

During the warranty period, Icebear will cover PARTS AND LABOR ONLY.

(See Warranty Labor Times for more details on labor coverage)

- 12 Months Limited Engine / Transmission Warranty
- 12 Months Limited Vehicle Chassis/Suspension Warranty
- 6 Months Limited Electrical System warranty
- 90 Days Limited Battery Warranty
- 30 Days fuel system warranty
- 10 Days chrome parts warranty

Kayo ATVs

During the warranty period, Icebear will cover PARTS ONLY.

- 12 Months Limited Engine/Transmission Warranty
- 12 Months Limited Chassis/A-Arm/Swing Arms/Suspension/Brake Warranty
- 90 Days limited Electrical system/Battery Warranty
- 30 Days fuel system warranty
- 10 Days chrome parts warranty

Purchasing a vehicle in the crate without setup by a professional mechanic may void the factory limited warranty.

"48 hour" rule on freight

The Dealer has 48 hours to report any visible damage to the unit and take pictures while it is still crated. We must receive pictures via e-mail along with the vin # and model #.

Pictures should include pictures of the unit as well as of the box. Failure to do so will result in the dealer paying the shipping cost. Do not build the unit prior to sending us photos.

Warranty Limitations

Parts not covered under this warranty :

Warranty requests on any of the below items may be submitted for review to Icebear warranty/parts department. If a part is deemed defective by Icebear, the part will be covered under warranty.

- Spark Plugs	- Throttle Cable, Idle Cable	- Brake Line Cable, Clutch Cable
- Drive Chains, Drive Belts,CVT belts	- Air Cleaner Element & Bracket	- Clutch / Clutch Components
- Fuel Lines	-Vacuum lines	- Fuel Pumps
- Front / Rear Brake Pads / Shoes	- Bushings - Bearings	- Light Bulbs
- Piston Rings	- Gaskets, O-rings	-Valves, Valve Guides, Valve Seals
-Starter motor	- Variator weights/rollers	- Suspension Shock and Linkage Bushings
- Fuses / Rubber Parts	- Outside Plastic Parts, Body Parts	- Front / Rear Tires & Tubes
- Front / Rear Rims	- Gear / Engine Oil	- Front / Rear Brake Rotors
- Brake / Clutch Levers	- Steering Stem Bearings	- Floor Boards / Pegs
- Oil / Fuel Filters	- Grips, throttle tubes	- Any Wear Items

Damage caused by the following is not covered under this warranty.

Unavoidable natural disasters, fire, collision, theft, improper storage or transportation, negligence of the periodic maintenance, improper use, racing, jumping, improper repair, adjustment or maintenance, repairs and adjustments not done by Icebear dealers, use of non-genuine Icebear parts, using the product for commercial use, unauthorized modification made to the product, operation of the vehicle when it is overheating, or installing performance parts or components on the vehicle that change the original engineering. The Factory Limited Warranty does not cover damage caused by, or resulting from, any other reason besides a manufacturer's defect.

Shipping Damages

If the freight is handled by Ice bear's trucking service, Dealers need to follow the steps specified below to ensure the damaged parts are covered under this warranty:

1. Document all damages on delivery documents while the driver is present

2. Make a copy of the delivery documents with description of damage
3. Take pictures of the damaged products
4. Submit the above delivery documents, pictures, vin number of the damaged products and replacement parts list to Icebear within 2 days of receipt of products
5. Your warranty claim will be declined if the above documents are not provided within the time frame.

Upon receiving the above documents, Icebear is responsible for filing for the shipping damage claim and sending out the replacement parts free of charge.

If the freight is handled by Dealer's trucking service, Dealer is responsible for filing for the shipping damage claim and cost of replacement parts and freight.

Procedure to File a Warranty Claim

I. Parts Warranty claim / Shipping Damage Claim

1. All defective parts must be returned if asked for at the cost of the Dealer.
2. Ice Bear reserves the right to decline a warranty claim if defective parts are not returned when requested.

II. Return Engine/Bike/ Rear Differential for Repair

1. Notify your sales rep or the warranty department
2. The warranty department will instruct you as what to do next.
3. Dealer is responsible for freight to return the product. If the product is determined to be defective, Ice Bear is responsible for parts, labor and freight to send out replacement or repaired product. If the product is determined to be damaged, due to causes other than manufacturer defects, the Dealer is responsible for parts, labor and freight to send back replacement or repaired product.
4. Dealer will be responsible for any shipping damages incurred during transit.

Shipping Policy

1. All warranty orders are shipped on a prepaid basis.
2. Warranty orders that have been approved and processed parts will be held for 5 business days after notifying the Dealers in writing. Parts will be released back into

general inventory if Ice Bear does not get response from Dealer after 5 business days.

3. Ice Bear can only take warranty claims from the purchasing Dealer and cannot take warranty claims from a third party i.e. the retail customers.
4. Ice Bear is not responsible for shipping delays as it is at will of the shipping company or unpredictable circumstances.
5. Ice Bear is not responsible for shipping damages that occurs during transit.
6. Dealer is responsible for any extra shipping cost that occurs after the part has been shipped. This cost includes, but is not limited; to change of address cost, change of zoning cost, re-weight cost, lift gate service.
7. Warranty orders can be canceled before they are shipped. Once a warranty order is shipped, all payment related to such order is non-refundable.

Additional Warranty Policy for Drop Shippers and Rental Companies:

Drop-shipping and Rental Dealers will be required to submit a receipt or invoice for PDI and initial assembly from a professional mechanic shop with each warranty claim. Any units without documentation of professional mechanic shop or Ice Bear dealer for pdi and service upkeep will void any and all warranty. Drop shipped units and rental units are subject to a shorter warranty as follows

Onroad products:

- a) Parts only. Any and all Warranty will be voided if not assembled by Dealer, Ice Bear, or professional mechanic shop.
 - b) Parts covered under this warranty are to be free from manufacturer defects for 60 days on parts. Engine is covered for 3 months or 500 miles, whichever comes first
- *please review warranty limitations chart for parts not covered

Offroad products:

- a)Parts only. Any and all Warranty will be voided if not assembled by Dealer, Ice Bear, or professional mechanic shop .
- b) Parts are covered under this warranty are to be free from manufacturer defects for 30 days. Engine is covered for 2 months.

*please review warranty limitations chart for parts not covered

UTVS:

a) Parts only. Any and all Warranty will be voided if not assembled by Dealer or Ice Bear. labor coverage will not be applied to these units.

b) Parts are covered under this warranty to be free from manufacturer defects for 30 days. Engine is covered for 2 months.

*please review warranty limitations chart for parts not covered

To avoid voiding warranty Drop-shipping and Rental dealers have the option to pay a fee to Ice Bear to have PDI and assembly done before the unit is shipped out to the end user. All units in which Ice Bear performs PDI and assembly will be covered under this policy.

Warranty Labor Time (UTV only)

R&R= Remove & Replace

WARRANTY WORK	TIME
<i>Engine Work Warranty Times</i>	
Engine R&R	6-7 Hours
Engine Overhaul Including Engine R&R	10-12 Hours
Engine Top End Overhaul	3-4 Hours
Engine valve Adjustment	1.25 Hours
<i>Transmission Work Warranty Times</i>	
Belt R&R	2 Hours
Clutch, Belt, Varitator R&R	2 Hours
Internal Transmission Work Replacing Gears, Shafts, Bearings	See Engine Overhaul
Drive Shaft R&R (Front,Rear)	1.5 Hours
CV Shaft R&R Each	1 Hour

Differential Overhaul Including R&R	2.5 Hours
Gear Selector (Shifter, Linkage, brackets)	0.5 Hours
Drive shaft U-joint R&R Each	0.5 HOURS
<i>Chassis Suspension Work Warranty Times</i>	
Suspension R&R Single Shock	.25 Hours
A-Arms R&R Each	.25 Hours
Bed Frame R&R	1 Hour
Complete Frame R&R	12-14 Hours
Roll Cage R&R	0.75 Hours
Front Bumper R&R	0.5 Hours
<i>Electrical System</i>	
Battery R&R	0.5 Hours
Wire harness R&R	2 Hours
Lights R&R (Headlights, Taillights)	0.25 Hours
Electrical Switch R&R	0.25 Hours
Power Steering R&R	1 Hour
Speedometer R&R	0.25 Hours
ECM R&R	1 Hour
Sensor R&R (Vehicle Speed Sensor, Temperature Sensor, Crank Position Sensor, Map Sensor, Fuel sensor) etc..	1 Hour
<i>Fuel System</i>	
Fuel System Compete R&R	2.5 Hours
Injector R&R	0.5 Hours
Throttle Body R&R	0.75 Hours
Fuel Injection Module R&R	0.25 Hours
Fuel Tank R&R	1 Hours
Fuel Line R&R	0.25 Hours

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Any labor times covered under warranty not listed are to be submitted to Ice Bear for approval. Since labor rates vary throughout the country Ice Bear will reimburse labor rates after the warranty work is done to the rate of \$50.00 U.S.D. per hour no higher no lower. Warranty reimbursement may be substituted for credits on new dealer units or parts orders. Labor times are strictly enforced, any and all labor the goes over the allotted times will not be reimbursed .

Print Name (Dealer Representative)

Dealership

Signature (Dealer Representative)

Date