

# **A.C.E. SPORTS KARTS LIMITED WARRANTY**



## **REGISTRATION**

**ALL UNITS MUST BE REGISTERED WITHIN 10 DAYS OF PURCHASE OR THE WARRANTY IS VOID.** To register your product, complete the Warranty Registration form. Fax or mail the warranty registration form with a copy of the sales receipt to A.C.E Sports. A warranty registration form **MUST** be on file with A.C.E Sports before a warranty claim can be processed.

## **WARRANTY PERIOD**

*The warranty period starts from the date of purchase by the consumer for all A.C.E Sports products. During the warranty coverage period, we will cover warranty parts and labor only.*

### **WARRANTY PERIODS FOR ALL KARTS AND SCOOTERS ARE AS FOLLOWS:**

#### **FRAME FOR 180 DAYS**

Void if:

1. Frame is broken or bent due to abuse.
2. Underside scraped abusively.
3. Wheels are bent or broken due to impact.
4. Spindles are bent due to impact
5. Paint is worn off of rear bumper indicating extra rider.
6. Axles are bent out of ordinary position either horizontally or vertically.
7. Non-factory altering of engine or frame and it's components.

If the frame is found to be defective due to material and/or workmanship when inspected at an authorized A.C.E Sports Service Center, then A.C.E Sports will – at its option – repair or replace defective parts to the original purchaser at no charge.

#### **MAXXAM & EXPLORER SERIES PARTS COVERAGE**

Warranty starts from the date of purchase by the customer.

- Engine: 90 days
- Reverse Gear Assembly: 90 days
- A-Arm, Spindles, Axles, Rack & Pinion: 90 days
- Electronics, Carburetor & Exhaust: 90 days
- Battery, Bearings & Sprockets: 30 days

#### **SCOOTERS PARTS COVERAGE**

Warranty starts from the date of purchase by the customer.

- Engine: 90 days
- Electronics, Carburetor & Exhaust: 90 days
- Battery, Bearings & Sprockets: 30 days

#### **MINI ROVER WARRANTY COVERAGE**

Warranty starts from the date of purchase by the customer.

- Engine: 2 years (warranted by Tecumseh)
- A-Arms, Spindles, Axles, Rack & Pinion: 90 days
- Drive System: 30 days
- Battery, Bearings; 30 days

### **OFF-ROAD FUN KARTS PARTS COVERAGE**

- Engine: 2 years (warranted by Tecumseh)
- A-Arms, Spindles, Axles, Steering: 90 days
- Bearings and Sprockets: 30 days.
- Clutch: 30 days against breakage of its parts. No warranty is applied for wear of clutch shoes or clutch bearings due to service.

Tecumseh Engines are warranted by the engine manufacturer. SEE ENGINE OWNERS MANUAL. Engine repair, engine replacement parts, and engine warranty claims must be handled through an authorized Tecumseh engine dealer in your area. (See yellow pages of phone directory under "Engines-Gas".) A.C.E Sports does not warranty Tecumseh engines.

### **PARTS NOT COVERED:**

THE WARRANTY DOES NOT COVER CONSUMABLE AND NORMAL WEAR AND TEAR ITEMS SUCH AS, BUT NOT LIMITED TO, THROTTLE CABLES, BRAKE CABLES, CHAINS, SEATS, FASTENERS, AIR FILTERS, BRAKE PADS, TIRES, OIL CHANGES, ETC. OR PROBLEMS OCCURRING DUE TO LACK OF SCHEDULED MAINTENANCE OR CONSUMER ABUSE. Modifications to this vehicle will void the warranty. Defective parts are subject to recall by A.C.E Sports upon failure and are required to be held by the dealer or service center until the warranty claim is settled.

### **RATES & CHARGES:**

#### **LABOR COVERAGE**

A.C.E Sports will reimburse warranty repair workmanship up to \$55/hour.

#### **SHIPPING CHARGES**

All shipping and transportation charges for any items returned for warranty evaluation and/or replacement are to be provided by the customer. Costs from customer to dealer or service center are the customer's responsibility.

### **PROCEDURES:**

#### **WARRANTY PROCEDURE FOR DEALERS:**

1. Make sure the warranty registration form is on file at A.C.E Sports.
2. Diagnose Problem on the Product.
3. Call A.C.E SPORTS to get the warranty guidelines (888)562-9ACE.  
Please have the following ready when calling:
  - ✓ VIN
  - ✓ Date of Purchase
  - ✓ Date Received by the Service Center for RepairsGuidelines are:
  - ✓ Must have Warranty Registration Form on File
  - ✓ Must be a A.C.E Sports Kart
  - ✓ Must Provide A.C.E Sports with Service Center's Flat Rate Fee
4. Fill in "Warranty Parts Order Form" and fax to get warranty parts free of charge.
5. Perform warranty service under the guidelines (i.e. Flat Rate Schedule) set forth by A.C.E Sports.  
Carter Brothers will pay your published shop rate up to \$55/hour.
6. Complete "Warranty claim Labor Form" and submit to A.C.E Sports within 30 days of repair.

7. After the warranty work has been completed, the dealer, or service center, must submit a warranty claim form for reimbursement. **All warranty credits will be issued to the dealer's account.** The businesses that are service centers only will be issued a check.

#### **REIMBURSEMENT PROCEDURE FOR A.C.E SPORTS:**

Upon receipt of a claim, A.C.E Sports warranty personnel will carefully review each claim. After warranty work has been completed, we will review the warranty registration form, claim form, verify the VIN, and information in our database. The claim will then be assigned a status as follows:

#### **CLAIM STATUS**

**APPROVED:** Claims receiving this status are clearly understood with required documentation and no other information is necessary. Payments on approved claims will be made to Dealer's Parts Account.

**HOLD:** This status is reserved for those claims that have been received but are placed on hold at the request of dealer due to unforeseen circumstances. Claims on hold with no change in status will be closed within 30 days from hold date if no further correspondence has been received.

**DISPUTED:** Claims marked with this status are those that require further information from the dealer. Once requests are made, the dealer agrees to provide further information or materials within 30 days of request. Disputed claims receiving no correspondence within 30 days of initial manufacturer request(s) will be closed.

**CLOSED:** Closed claim files are those that have been paid, resolved, denied or closed due to lack of response from dealer within 30 days. Closed accounts signify completion and will not be re-opened for further consideration.

All warranty credits will be issued to the dealer's parts account. If it is determined that parts from the claim are required for inspection, the dealer will be notified with a notation on the warranty credit invoice. If the requested parts are not returned within 30 days of notification, the claim will be rejected.

#### **CLAIM REJECT CODES**

If a part on your claim is rejected, the warranty analyst will provide a reject code to help you understand why it was rejected. Listed below are the current reject codes used by the Warranty Department.

- A. BEYOND WARRANTY PERIOD
- B. OWNER NOT REGISTERED FOR WARRANTY
- C. NOT PURCHASED FROM CARTER BROTHERS
- D. PARTS NOT RETURNED TO FACTORY WITHIN 30 DAYS
- E. FAILURE NO FACTORY DEFECT
- F. FAILURE DUE TO ABUSE OR ALTERATIONS
- G. WORK ORDER OR BILL OF SALE NOT INCLUDED
- H. MODEL NOT ELIGIBLE
- I. REGISTRATION INCOMPLETE
- J. NEED PICTURES OR RETURN PARTS

#### **NOTICE:**

We do not charge for parts for authorized warranty repairs. Any defective parts from repairs are required to be returned to A.C.E Sports upon request.

All warranties are voided if the vehicle has been altered for use in racing or competition, rented, used under abnormal conditions, or subject to abuse, misuse, neglect or improper maintenance.

A.C.E Sports is not liable for any damage claim or liability claim, personal or otherwise resulting from operation of this vehicle in any way.

A.C.E Sports reserves the right to change product specifications, designs, and standard equipment without notice and without incurring obligation. These vehicles are not designed or manufactured for racing or use on rental tracks, public streets, public roads, highways, paved surfaces or right-of-ways. Always wear an approved helmet and eye protection when riding. Always secure loose clothing and long hair. Always utilize seatbelts. Read the operators manual.

## **FAQ:**

### **1. FOR WHAT REASONS CAN MY WARRANTY CLAIM BE DISPUTED OR DENIED?**

Warranty can be denied because of an out of warranty date, the kart was not a A.C.E Sports kart, or the warranty registration card was not submitted to A.C.E Sports within 10 days of purchase. The warranty does not apply to any part, which in opinion of seller was defective because of improper maintenance, improper assembly, alterations, abuse, negligence, or accident. This warranty does not cover loss of use of the seller vehicle, loss of time, inconvenience, or other consequential damage which includes, but is not limited to, loss or damage to persons or property or any expense of returning any damaged units to the seller, distributor or its authorized dealer.

### **4. IS MY KART STILL UNDER WARRANTY IF I HAVE OWNED IT FOR 1 YEAR BUT PUT ONLY 6 HOURS OF DRIVING TIME ON IT?**

Warranty is based on date of purchase, not based on how many hours it has been used.