



B-claw Incorporated

Warranty Agreement

This factory limited warranty agreement is between B-Claw Inc. , dba Icebear (hereafter referred to as Icebear) 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 Icebear. This warranty is offered by Icebear to its Dealers.

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.

During the warranty period, depending on the model, Icebear will cover either parts only or parts and limited labor. Icebear 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 the Warranty Limitations. Any parts deemed questionable by Icebear must be submitted to Icebear for approval.

All dealers are required to extend this factory limited warranty on Icebear Signature and Elite models to their retail customers at minimum. Dealers may offer a warranty that exceeds this one or extend at their own discretion and cost. It is Icebear policy to offer a three strike rule. All dealers will have three chances to comply with the warranty. After the third strike dealers will no longer be authorized to purchase, sell, or advertise any of Icebear’s product.

- * Warranty coverage varies for the three categories of models. Please refer to the Icebear website to find which category models fall under.
- * Purchasing a vehicle in the crate without set-up by a professional mechanic may void the factory limited warranty.

ICEBEAR SELECT MODELS: Parts Only

On-Road Products: 12 months or 1500 miles (whichever comes first) Engine/Transmission Warranty	Off-Road Products: 6 Months Engine/Transmission Warranty
6 Months or 750 miles (whichever comes first) Chassis/Suspension Warranty	90 Days Limited Chassis/Suspension, Electrical System, Battery Warranty
90 Days Limited Battery/Limited Electrical System Warranty	90 Days Limited Battery/Limited Electrical System Warranty
30 Days fuel system warranty	30 Days fuel system warranty

ICEBEAR SIGNATURE MODELS: Parts Only

On-Road Products:	Off-Road Products:
12 months Limited Engine/Transmission Warranty	12 months Limited Engine/Transmission Warranty
9 Months Limited Chassis/Swing Arms/Suspension	9 Months Limited Chassis/Swing Arms/Suspension
90 Days Limited Battery/Limited Electrical System Warranty	90 Days Limited Battery/ Limited Electrical System Warranty
30 Days fuel system warranty	30 Days fuel system warranty

ICEBEAR ELITE MODELS: Limited Parts and Labor Coverage

On-Road Products:	Off-Road Products:
12 months Limited Engine/Transmission Warranty	12 months Limited Engine/Transmission Warranty
12 Months Limited Chassis/Swing Arms/Suspension	12 Months Limited Chassis/Swing Arms/Suspension
90 Days Battery Warranty/ Limited Electrical System Warranty	90 Days Battery Warranty/ Limited Electrical System Warranty
30 Days fuel system warranty	30 Days fuel system warranty
*Labor may be covered if dealer discovers and reports manufacturer defect within the first 30 days of receiving the unit. Labor rate reimbursed will be determined by the Flat Rate Reimbursement Guide . All labor reimbursements will need prior approval and is at the discretion of Icebear	

Additional Warranty Policy for Drop Shippers and Rental Companies:

Drop-ship and Rental Dealers will be required to submit the PDI sheet (available for download from the Icebear website) with each warranty claim signed by a professional shop or Icebear dealer. Any units without documentation of professional shop or Icebear dealer for PDI and service upkeep will void any and all warranty.

Icebear can only take warranty claims, technical calls, and parts purchases from Dealers. Icebear is not licensed to deal with retail customers.

Drop shipped units and rental units are subject to a shorter warranty as follows. Parts not included in this warranty are listed in the Warranty Limitations.

Select On-road Products: 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

Select Off-road Products: Parts are covered under this warranty are to be free from manufacturer defects for 30 days. Engine is covered for 2 months.

Signature On-road Products: Parts covered under this warranty are to be free from manufacturer defects for 120 days on parts. Engine is covered for 6 months or 500 miles, whichever comes first.

Signature Off-road Products: Parts are covered under this warranty are to be free from manufacturer defects for 90 days. Engine is covered for 4 months.

Elite On-road Products: Parts are covered under this warranty are to be free from manufacturer defects for 6 months. Engine is covered for 9 months.

Elite Off-road Products: Parts are covered under this warranty are to be free from manufacturer defects for 3 months. Engine is covered for 6 months.

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

Unit Return Policy

Icebear does not accept returns. However under some circumstances a unit can be returned with prior approval in the original packaging in new condition at dealers own cost. Dealer assumes all shipping liability. Any damage found on returned units will be subtracted from the refunded amount. The restocking fee is 10% of product original sales price.

Warranty Limitations

Parts not covered under this warranty are listed below.

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, shocks, linkage
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	Grops, 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.

Flat Rate Labor Reimbursement Guide (ELITE on and off-road models only)

*R&R= Remove & Replace

Warranty code	Vehicle Type	Job Description	Flat Rate
OFF-ROAD Engine Repair			
OFF-001	Off-road	Carb R&R	\$15
OFF-002	Off-road	Intake Manifold R&R	\$15
OFF-003	Off-road	Stator Magneto R&R	\$20
OFF-004	Off-road	Cylinder Head R&R	\$20
OFF-005	Off-road	Valve R&R	\$20
OFF-006	Off-road	Cylinder	\$20
OFF-007	Off-road	Piston/Piston rings	\$20
OFF-008	Off-road	Starter	\$15
OFF-009	Off-road	Variator/Clutch	\$20
OFF-010	Off-road	Exhaust	\$15
OFF-011	Off-road	Complete engine	\$50
ON-ROAD Engine Repair			
ON-001	On-road	Carb	\$15
ON-002	On-road	Intake Manifold	\$15
ON-003	On-road	Stator/Magneto	\$20
ON-004	On-road	Cylinder Head	\$35
ON-005	On-road	Cylinder	\$35
ON-006	On-road	Piston	\$35
ON-007	On-road	Piston/Piston rings	\$35
ON-008	On-road	Starter	\$20
ON-009	On-road	Variator/Clutch	\$20
ON-010	On-road	Exhaust	\$15
ON-011	On-road	Complete engine	\$55
OFF-ROAD Electrical Repair			
OFF-012	Off-road	CDI replacement	\$5
OFF-013	Off-road	Coil replacement	\$10
OFF-014	Off-road	Starter relay replacement	\$15
OFF-015	Off-road	Regulator rectifier replacement	\$10
OFF-016	Off-road	Turn signal relay replacement	\$10
OFF-017	Off-road	Switch assembly replacement (left or right)	\$15
OFF-018	Off-road	Brake light switch replacement	\$10
OFF-019	Off-road	Wire harness replacement	\$25
OFF-020	Off-road	Head light assembly replacement	\$10
OFF-021	Off-road	Tail light assembly replacement	\$10
OFF-022	Off-road	Diode/Switch replacement	\$15

Flat Rate Labor Reimbursement Guide (ELITE on and off-road models only - continued)

*R&R= Remove & Replace

Warranty code	Vehicle Type	Job Description	Flat Rate
ON-ROAD Electrical Repair			
ON-012	On-road	CDI	\$10
ON-013	On-road	Coil	\$15
ON-014	On-road	Coil replacement	\$15
ON-015	On-road	Starter relay R&R	\$15
ON-016	On-road	Regulator rectifier R&R	\$20
ON-017	On-road	Turn signal relay R&R	\$20
ON-018	On-road	Switch assembly R&R (left or right)	\$15
ON-019	On-road	Brake light switch R&R	\$15
ON-020	On-road	Wire harness replacement	\$35
ON-021	On-road	Headlight assembly replacement	\$25
ON-022	On-road	Tail light assembly replacement	\$20
ON-023	On-road	Diode or wire replacement	\$20
OFF-ROAD Brake Repair			
OFF-023	Off-road	Caliper replacement	\$15
OFF-024	Off-road	Brake line replacement	\$20
OFF-025	Off-road	Master cylinder replacement	\$10
OFF-026	Off-road	Complete system replacement	\$20
ON-ROAD Brake System Repair			
ON-024	On-road	Caliper replacement	\$20
ON-025	Off-road	Brake line replacement	\$25
ON-026	Off-road	Master cylinder replacement	\$15
ON-027	Off-road	Complete system replacement	\$25
OFF-ROAD Miscellaneous Repair			
ON-028	Off-road	Brake cable replacement	\$5
ON-ROAD Miscellaneous Repair			
ON-028	On-road	Speedometer pickup replacement	\$5
ON-029	On-road	Cable replacement (any)	\$5

Rates and repairs are subject to change at Icebear's Discretion. Larger Jobs will be evaluated for approval on a case by case basis by Icebear. Any labor not listed is to be submitted to Icebear for approval. Minor repairs taking less than one half hour will not be acknowledged. Assembly and PDI labor will not be covered. Icebear will give a reasonable allotted time for any repairs seeking labor reimbursement. Labor reimbursements will be issued as a credit toward dealers next parts order.

Warranty Flat Rate Labor Time UTV 650

*R&R= Remove & Replace

Engine work performed	Time needed
Engine R&R	6 hours
Engine overhaul including engine R&R	10 hours
Engine top end overhaul	3 hours
Engine valve adjustment	1.25 hours
Transmission Work	
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
Chassis Suspension Work	
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 hours
Roll cage R&R	0.75 hours
Front bumper R&R	0.5 hours
Electrical System Work	
Battery R&R	0.5 hours
Wire harness R&R	2 hours
Lights R&R (Headlight, 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
Fuel System Work	
Fuel system complete 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 hour
Fuel line R&R	0.25 hours

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

Shipping Damage "48 Hour Rule"

The Dealer has 48 hours to report any visible damage to the unit. DO NOT ASSEMBLE THE UNIT UNTIL THE FOLLOWING PROCEDURE IS COMPLETED. Icebear may extend a reasonable allotted time at their discretion for dealers with larger orders.

If the freight is handled by Icebear'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 the Dealer's trucking service, the 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. Icebear 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. Once approved, 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, Icebear 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 Icebear does not get a response from the Dealer after 5 business days.
3. Icebear is not responsible for shipping delays as it is at will of the shipping company or unpredictable circumstances.
4. Icebear is not responsible for shipping damages that occurs during transit.
5. The 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.
6. Warranty orders can be canceled before they are shipped. Once a warranty order is shipped, all payment related to such order is non-refundable.

Print Name (Dealer Representative)

Dealership

Signature (Dealer Representative)

Date