

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.

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.

Warranty coverage

During the warranty period, depending on the 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.

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.

***This Warranty Agreement covers models with 2017 and later VIN number. Any units with Vin from previous years regardless of being sold during the 2017 year or later will be covered under the previous warranty agreement. 2017 VIN numbers will have an H in the tenth digit of the VIN. Units with VIN numbers that contain any other character that precedes H in the tenth digit will not be covered under this warranty.**

*** 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:

On-Road Products:

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

Off-Road Products:

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

ICEBEAR SIGNATURE MODELS:

During the warranty period, IceBear will cover parts only.

- 12 Months Limited Engine/Transmission Warranty
- 9 Months Limited Chassis/Swing Arms/Suspension
- 90 Days Limited Battery / Limited Electrical System Warranty
- 30 Days fuel system warranty

ICEBEAR ELITE MODELS:

During the warranty period, IceBear will cover parts and labor.

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

Labor may be covered if customer discovers manufacturer defect within the first five business days of receiving unit. Defects must be reported to IceBear for approval within the first five business days of receiving 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. Minor repairs taking less than one half hour will not be acknowledged. 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 or unit order.

"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.

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. Parts not included in this warranty are listed below in Warranty Limitations.

Select On-road 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

Select Off-road 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.

Signature On-road 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 120 days on parts. Engine is covered for 6 months or 500 miles, whichever comes first.

Signature Off-road 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 90 days. Engine is covered for 4 months.

Elite On-road 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 6 months. Engine is covered for 9 months.

Elite Off-road 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 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 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 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.

FLAT RATE LABOR REIMBURSEMENT GUIDE (ELITE ON AND OFF-ROAD MODELS ONLY)

Warranty code	Vehicle Type	Job Description	Flat Rate
	<u>OFFROAD ENGINE REPAIR</u>		
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
	<u>ON-ROAD ENGINE REPAIR</u>		
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
	<u>OFFROAD ELECTRICAL REPAIR</u>		
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	Headlight assembly replacement	\$10
OFF-021	OFF-ROAD	Tail light assembly replacement	\$10
OFF-022	OFF-ROAD	Diode/Switch replacement	\$15
	<u>ON-ROAD ELECTRICAL REPAIR</u>		

ON-012	ON-ROAD	CDI	\$10
ON-013	ON-ROAD	COIL	\$15
ON-013	ON-ROAD	Coil replacement	\$15
ON-014	ON-ROAD	Starter relay replacement	\$15
ON-015	ON-ROAD	Regulator rectifier replacement	\$20
ON-016	ON-ROAD	Turn signal relay replacement	\$20
ON-017	ON-ROAD	Switch assembly replacement (Left or Right)	\$15
ON-018	ON-ROAD	Brake light switch replacement	\$15
ON-019	ON-ROAD	Wire harness replacement	\$35
ON-020	ON-ROAD	Headlight assembly replacement	\$25
ON-021	ON-ROAD	Tail light assembly replacement	\$20
ON-022	ON-ROAD	Diode replacement	\$20
	<u>OFF-ROAD BRAKE REPAIR</u>		
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
	<u>ON ROAD BRAKE SYSTEM REPAIR</u>		
ON-023	OFF-ROAD	Caliper replacement	\$15
ON-024	OFF-ROAD	Brake line replacement	\$20
ON-025	OFF-ROAD	Master cylinder replacement	\$10

ON-026	OFF-ROAD	Complete system replacement	\$20
	<u>OFF ROAD MISC. REPAIRS</u>		
OFF-027	OFFROAD	Brake cable replacement	\$5
	<u>ON ROAD MISC. REPAIR</u>		
ON-027	ON ROAD	Speedometer pickup replacement	\$5
ON-028	ON ROAD	Cable replacement (Any)	\$5

Rates and repairs are subject to change at Ice Bear's Discretion. Upon approval from Ice Bear, Reimbursement issued will be in the form of a credit toward Dealer's next purchase. Larger Jobs will be evaluated for approval on a case by case basis by Ice Bear. Any labor covered under warranty not listed is to be submitted to Ice Bear for approval.

Warranty Flat Rate Labor Time UTV 650

R&R= Remove & Replace

WARRANTY WORK	TIME
<u>Engine Work Warranty Times</u>	
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
<u>Transmission Work Warranty Times</u>	
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
<u>Chassis Suspension Work Warranty Times</u>	
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

<u>Electrical System</u>	
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
<u>Fuel System</u>	
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 Hours
Fuel Line R&R	0.25 Hours

Any labor times covered under warranty not listed are to be submitted to Ice Bear 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 units or parts orders. Labor times are strictly enforced, any and all labor that goes over the allotted times will not be reimbursed.

Print Name (Dealer Representative)

Dealership

Signature (Dealer Representative)

Date