

1994 WARRANTY POLICY

I. Warranty

- A. One (1) year when sold and set up by an Authorized Arctco Tigershark dealer.
- B. Ninety (90) days if used for commercial purposes.
- C. Warranty is transferable within a 1-year period from the original date of purchase.
- D. Warranty covers parts and labor.
- E. Accessories carry a 30-day warranty.
- F. Service parts carry a 30-day warranty or until the watercraft warranty expires, when installed by an authorized dealer.
- G. Battery warranty is full warranty for 90 days, then pro-rated for 275 days.
- H. Sharkwear clothing carries a 90-day warranty.

II. Warranty Cover Entire Watercraft Except:

- A. Filters
- B. Impeller
- C. Wear ring
- D. Intake grate
- E. Gaskets
- F. Spark plugs
- G. Minor Gelcoat cracks or star cracks

III. Warranty is Void When:

- A. Recommended maintenance work isn't performed.
- B. Work isn't done by an authorized dealer.
- C. Improper fuel (methanol or white gas) is used.
- D. Improper oils or spark plugs are used.
- E. Any part of the watercraft is modified.
- F. The watercraft is raced.
- G. The watercraft is misused or abused.
- H. The engine is removed and used in other vehicle.
- I. Carburetion is modified.

IV. Warranty Claim Completion

- A. Suzuki stipulates use of dealer plate—a must for '94 models.
- B. Suzuki stipulates use of customer's warranty card—a must for '94 models.
- C. All warranty claims must be sent to the service center within 10 days of date of repair.
- D. Cause of failure portions of the claim must be completed.
- E. Failure code must be put by part that caused problem.

■ NOTE: Failed part must be listed first (the part that causes the problem).

- F. Use only 1 failure code per claim.

- G. Dealer and customer must sign bottom of claim.

■ **NOTE: Dealers who are working through a distributor must send warranty parts and warranty claims to their distributor's service and warranty department. No warranty claim will be accepted if the Warranty Card isn't used after a 45 day period.**

V. Warranty Parts

- A. Return all accessories with claim along with a copy of the sales receipt.
- B. Return all engine parts with claim.
- C. Return all electrical parts with claim (include all switches).
- D. Return all jet pump parts with claim.
- E. Return all cables with claim.
- F. Keep all chassis parts for 60 days.
- G. Parts tags must be used and filled out completely.
- H. Use warranty shipping labels on all cartons.
 - I. Return all clothing with claim and a copy of the sales receipt.

VI. Dealer Responsibility

- A. Assemble and set-up all Tigershark products in accordance with the Set-Up Manuals.
- B. Complete registration card with customer and mail to your service center within 24 hours. Give customer copy to customer for warranty work required within the first 45 days.
- C. Explain warranty policy to customer at time of sale.
- D. Instruct customer on operation of watercraft.
- E. Cover engine break-in procedure and all safety features.
- F. Instruct customer to read through the Operator's Manual and other handbooks included with the watercraft.
- G. Perform all warranty work in accordance with the Policy and Procedure Manual and in a timely manner.
- H. If there is any problem in completing warranty work (parts problem, etc.), call the service department at your service center at once.
 - I. Maintain an ample service parts supply.
 - J. Perform warranty repairs on all Tigershark products.

VII. Customer Responsibility

- A. Maintain the watercraft following recommendations found in Operator's Manual.
- B. Must keep warranty card in wallet and present it for warranty work.
- C. Have watercraft repaired at an authorized dealership.
- D. Transportation of watercraft to dealership is the customer's responsibility.
- E. If the warranty card isn't available, have their copy of the registration form.

VIII. Sharkwear Warranty Policy and Procedure

- A. 90-day warranty from date of sale.
- B. Arctco's option to repair, replace, or grant credit.
- C. Freight expense, unless otherwise stated, is the customer's responsibility.
- D. Clothing must accompany claim along with sales receipt.
- E. Upon receipt of a problem garment, determine if the garment is still within the warranty time period and if the garment has a warrantable problem (not abused or misused).
- F. Contact the service department at your service center to determine whether or not the garment should be either repaired locally or sent in to the factory for repairs or replacement.
- G. If the garment is to be repaired locally, obtain two quotes, have the garment repaired, and submit the bill along with the standard warranty claim form. A copy of the original sales slip should also be included.
- H. If the garment is to be sent in to the factory, fill out the standard warranty claim form and include a copy of the original sales slip. Garments sent in for repair must be clean. Any garment sent into Arctco that is not clean will be charged a \$15.00 (U.S. funds) cleaning fee.

IX. Designated Service Centers

If there are any questions concerning warranty, please contact your area service center.

Alaska Dealers, contact:

Arctic Recreation: 1-907-272-5351
Contact: Jim Day, Service Manager

Eastern Canada Dealers, contact:

Eastern Marketing: 1-800-561-0004 or 1-506-328-8853
Contact: Service Manager
Quebec Dealers contact: Rene Gagne

Western Canada Dealers, contact:

Marr's Leisure Products: 1-800-663-1930 or 1-204-633-9740
Contact: Leo Berard, Service Manager

U.S. Dealers, contact:

Arctco, Inc.: 1-800- 279-9419 or 1-218-681-8558
Contact: Dean Lawrenz, Ward Brink, Greg Harris, Gary Blakely, Dwight Langfeld, or Harry Kramer

UNDERSTANDING ARCTCO FORMS AND PUBLICATIONS

A. REGISTRATION CARD

The registration card (Fig. 1) is found in the toolbox of every watercraft. The serial number on the card is matched to the watercraft it arrives with. To make sure there hasn't been a mistake, check the serial number on the registration card with the serial number found on the watercraft. If they do not match, contact your designated service center for assistance.

When the watercraft is sold, complete the registration card with your customer. Give the white copy to the customer, keep the dealer copy in your file and mail the remaining copies to your service center's service department. These copies must be sent to the service center within 24 hours after the sale of the watercraft.

When completing the registration card, be sure you enter the correct postal or zip code. Also, have the customer complete the owner information section of the card.

WATERCRAFTMANUALS.COM

Fig. 1

TIGERSHARK® 1994 OWNER'S REGISTRATION

Thank you very much for purchasing a new TIGERSHARK Personal Watercraft. Because of our commitment to building the best products, we would like to know how you feel about the sport and about personal watercraft. Please fill out this survey and have the dealer return it with the warranty card that validates your warranty coverage. Thanks again, and enjoy your new TIGERSHARK.

<p>QUESTION</p> <p>1. Age? A (10-18) B (19-25) C (26-35) D (35-50) E (over 50)</p> <p>2. Gender? 3. Married? 4. Number of people in family? 5. Where do you live? A (urban) B (suburban) C (small town) D (rural)</p> <p>6. Do you own a vacation home? 7. Occupation? <input type="checkbox"/> Executive/Administrator/Manager <input type="checkbox"/> Professional <input type="checkbox"/> Technical/Engineering <input type="checkbox"/> Sales/Retail <input type="checkbox"/> Clerical <input type="checkbox"/> Service (Industry) <input type="checkbox"/> Police/Fireman/Military <input type="checkbox"/> Mechanical/Laborer/Construction <input type="checkbox"/> Farming/Forestry/Fishing <input type="checkbox"/> Retired <input type="checkbox"/> Other _____</p> <p>8. How many personal watercraft do you currently own? (List information below)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Qty</th> <th style="width: 25%;">Brand</th> <th style="width: 25%;">Model</th> <th style="width: 25%;">Year</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> <p>9. How often do you intend to ride with a passenger? 9. A B C D E F A (Never) B (10%) C (25%) D (50%) E (75%) F (100%)</p> <p>10. How many days per month (during the boating season) do you ride your watercraft? A less than 5 B (5-10) C (11-15) D (16-20) E (More than 20)</p> <p>11. How often do you trailer your watercraft to go riding? A Never B Sometimes C Always</p> <p>12. Who will be the primary user of this watercraft? (Circle as many letters as apply) A (Yourself) B (Spouse) C (Children) D (other)</p> <p>13. How many years have you actively ridden watercraft? A (0) B (1-2) C (3-5) D (6-10) E (11 or more)</p> <p>14. Did you buy this Tigershark to replace another watercraft? If yes, what model? Brand _____ Model _____ Year _____ Did you trade this model in? <input type="checkbox"/> NO <input type="checkbox"/> YES</p>	Qty	Brand	Model	Year													<p>RESPONSE (please circle) 1. A B C D E</p> <p>2. M F 3. Y N 4. _____ 5. A B C D 6. Y N</p> <p>15. Please rank each of the following statements "1" through "6" ("1" the most important... "6" the least important) to indicate how important the characteristic described by that statement was in your selection of this model. <input type="checkbox"/> Its comfortable, dry riding capabilities <input type="checkbox"/> Its high-performance capabilities. <input type="checkbox"/> Its high-quality, reliable construction. <input type="checkbox"/> Its styling and colors. <input type="checkbox"/> Dealer location and parts availability <input type="checkbox"/> Its price</p> <p>16. List any other watercraft you considered before purchasing this model. Make _____ Model _____ Make _____ Model _____ Make _____ Model _____</p> <p>17. Check the activities you plan to participate in using this watercraft. <input type="checkbox"/> Day Cruising/Trips <input type="checkbox"/> White Water Running <input type="checkbox"/> Individual Racing <input type="checkbox"/> Water Skiing <input type="checkbox"/> Organized Rides <input type="checkbox"/> Fishing <input type="checkbox"/> Racing <input type="checkbox"/> Family Riding <input type="checkbox"/> Utility <input type="checkbox"/> Other _____</p> <p>18. Do you own an ATV? <input type="checkbox"/> NO <input type="checkbox"/> YES If yes, please indicate brand. A (Honda) B (Yamaha) C (Kawasaki) D (Suzuki) E (Polaris) F (Other) Model _____ Year _____</p> <p>19. Do you own a Motorcycle? <input type="checkbox"/> NO <input type="checkbox"/> YES If yes, please indicate brand. A (Honda) B (Yamaha) C (Kawasaki) D (Suzuki) E (Harley Davidson) F (other) Model _____ Year _____</p> <p>20. Do you own a Snowmobile? <input type="checkbox"/> NO <input type="checkbox"/> YES If yes, please indicate brand. A (Arctic Cat) B (Polaris) C (Ski Doo) D (Yamaha) E (Other) Model _____ Year _____</p> <p>21. Do you own a Boat? <input type="checkbox"/> NO <input type="checkbox"/> YES If yes, please indicate type. A (fishing boat) B (houseboat) C (runabout) D (yacht) Model _____ Year _____</p> <p>22. What is your primary vehicle? A (Car) B (Pickup) C (Sport/Utility) D (Van) E (Other) Model _____ Year _____</p> <p>19. A B C D E F 20. A B C D E F 21. A B C D E 22. A B C D 23. A B C D E</p>
Qty	Brand	Model	Year														

	HIN NUMBER	ENGINE NUMBER	MODEL NUMBER	MODEL
--	-------------------	----------------------	---------------------	--------------

ARCTCO® OWNER REGISTRATION CARD

This registration card is a condition of the warranty and must be completed by the selling dealer and the customer at time of sale. The top copy should be carried by the customer to use for the first thirty (30) days of ownership. If you have not received your plastic owner registration card in that time period, please contact your authorized Arctco Tigershark® personal watercraft dealer.

The dealer named at right has instructed me on the operation, maintenance, safety features, and the warranty policy, all of which I fully understand.

Owner's Signature: _____

The model described above has been set up and serviced by myself or an employee in my behalf.

Dealer's Signature: _____

© 1994 Trademarks of Arctco, Inc., Thief River Falls, MN 56701

Factory Copy

IMPORTANT NOTES:

1. When completing registration card, print and press hard.
2. Make sure the customer address is customer's home mailing address.
3. Make sure to review pre-delivery checklist with customer.
4. Have customer sign card.
5. Selling dealer must sign card.
6. Complete dealer information (use imprinter).
7. Give customer copy to customer for warranty purposes.
8. File dealer copy.
9. Send factory and distributor copies to your service center (hard copy) within 24 hours.

B. TRANSFERABLE WARRANTY

Warranty on Tigershark watercraft can be transferred from the original owner to a second party on all 1994 models.

Warranty can only be transferred once to a second party during the original 12-month warranty period. Time remaining of the original policy will be transferred to a second party for a fee of U.S. \$40.00.

To transfer warranty, complete the official transfer application found in the back of the operator's manual supplied with each 1994 model, send the application, original warranty card, and a check made out to Arctco for U.S. \$40.00 to the Arctco Warranty Department.


Once the transfer application, check, and original warranty card are received at Arctco, the application will be reviewed for all necessary information and processed. A new warranty card will be issued to the new owner for time remaining.

If there are any questions concerning the above policy, contact the Arctco Warranty Department.

C. REGISTRATION INFORMATION FORM

When a registration card is received at Arctco, it is reviewed for all necessary information to register a particular watercraft. If any information is missing or isn't clear, the registration information form and a copy of the registration card will be returned to the selling dealer. This form will indicate what is required to complete the registration card. Write the information required on the registration card and return it to the Service Department at Arctco.

Fig. 2

<input type="text"/>		ARCTCO, INC. P.O. Box 810 Thief River Falls, MN 56701	<input type="text"/>
Serial Number			Date
In order for Arctco to process the enclosed Registration Card, we need the additional information. Please complete the card as indicated below and return to Arctco, Inc. within 14 days.			
┌		┐	— Date of Sale
			— Dealer Information
			— Dealer Signature
			— Customer Information
			— Customer Signature
└		┘	

D. WARRANTY CLAIM FORM

The Warranty Claim Form is to be used when requesting credit for parts and/or labor on any watercraft. To complete the form, refer to the Policy and Procedure Manual.

Fig. 3

Print Clearly. Press Hard - The Last Copy Is Yours!

Dealer Warranty Claim Form No. _____										
MACHINE USE DATA 1 Miles _____ or Hours _____ (Estimate O.K.) Gas Brand _____ Low Lead _____ No Lead _____ Premium _____ Regular _____ Oil Brand _____ Wt. _____ Ratio _____ to 1 Spark Plug _____	2 Customer Address _____ Zip _____ City, State or Province _____ Serial Number _____ Engine Number _____ Model Number _____ Expiration Date _____ Code _____	Dealer: Use Customer ArctCard and Data Recorder to print these spaces 3 Date of Repair _____ Dealer Code _____ Shop Rate _____ Distributor Code _____ Dealer Name _____ Address _____ City, State or Province _____ Zip _____								
DESCRIBE DEFECT IN MATERIAL OR WORKMANSHIP: 4 _____		Factory Use Date _____ Representative _____								
DESCRIBE CAUSE OF FAILURE: 5 _____										
REPLACEMENT PARTS			FLAT RATE		DEALER PARTS COST		DISTRIBUTOR PARTS COST		FACTORY USE	
QTY.	PART NO.	DESCRIPTION	FAILURE CODE	TIME	LABOR CHARGE					FACTORY USE
6	7	8	9	10						
Customer Approval This warranty service has been performed with my authorization and to my satisfaction Customer's Signature _____ 11			Distributor Use Date _____ Representative _____ Parts Required _____ Credit Memo No _____ Returned for additional information (See Back)		Sub-Total _____ 10% Bonus* _____ Total Labor _____	Sub-Total _____ 10% Handling _____ Total Parts _____	Sub-Total _____ TOTAL _____			
Dealer Certification I certify that the warranty work set forth on this claim form was actually performed and that this claim is being made in accordance with and conforms to Arctco's most recent Warranty Policies and Procedures Authorized Dealer's Signature _____ 12			*10% Catmaster bonus for servicing studs not sold by your dealership.		GRAND TOTAL (Parts and Labor)					

FACTORY COPY

IMPORTANT NOTES:

- 1. Complete MACHINE USE DATA section of the warranty form.** All information requested is important to Suzuki and Arctco Engineering personnel.
- 2. CUSTOMER INFORMATION section:** We are insisting that the customer warranty card be used this season. If a problem occurs before the customer receives the warranty card, information can be printed into the area. ALL of this information must be supplied to process the claim. If the customer hasn't received the warranty card, request to see the registration form that was presented at the time of sale. If the customer hasn't received a warranty card from Arctco after 30 days, please contact the Arctco Warranty Department.
- 3. DEALER INFORMATION:** This portion of the claim must be completed using your imprinter and dealer plate. If you do not have your dealer plate, please contact the Arctco Service Department. Imprinters are available through your service center parts department. All information in this section is required to process the claim.
- 4. DESCRIBE DEFECT IN MATERIAL OR WORKMANSHIP:** Write a brief explanation about what failed (for example, cracked seal or rough bearing).
- 5. DESCRIBE CAUSE OF FAILURE:** Write a brief explanation why you think the failure occurred (for example, seal material was brittle; bearing has foreign material in it). NOTE: Do the best you can in these two areas. Since we need your assistance in this area, your information is important.
- 6. QUANTITY:** Number of parts required.
- 7. PART NUMBER:** Be sure to write in the correct part number or proper credit may not be given. Remember that the part that causes the problem must be entered on the first line along with the failure code.
- 8. DESCRIPTION:** Use description provided in the appropriate Illustrated Parts Manual.

9. **FAILURE CODE:** Check back of claim and locate the proper failure code. Put code number by part that cause the problem. **USE ONLY ONE CODE PER CLAIM.**
10. Enter time required to complete the repair as listed in the flat rate labor schedules. Do not compound flat rate time. Use the part in the job which requires the greatest amount of time. **FOR EXAMPLE:** If you need to replace a piston, you would enter the amount of time for piston replacement, but you would not also include the time for removing the cylinder head and cylinder assembly. These are already included in the piston labor.
11. **CUSTOMER SIGNATURE:** The customer must sign the claim or the claim will not be processed.
12. **DEALER SIGNATURE:** Dealer must sign claim or claim will not be processed.

These twelve areas of the claim must be completed or the claim will be sent back to you for additional information and extra time will be required to process the claim. To make the warranty process flow smoothly and quickly, it is essential that we have your help in filling out all information required.

WATERCRAFTMANUALS.COM

E. LABOR ONLY CLAIM

The Labor Only Claim shown below is used when only labor is required to repair the watercraft.

Fig. 4

ARCTCO, INC.
 P.O. BOX 810
 THIEF RIVER FALLS, MN 56701
 PHONE (218)681-8558

Dealer Warranty Claim Form

No.

MACHINE USE DATA

Miles or Hours 25 (Estimate O.K.)

Gas Brand CONOCO Low Lead No Lead Premium Regular

Oil Brand ARCTCO Wt. 50 Ratio 1 to 1

Spark Plug NGK BRGES

Customer JOE ANYBODY
555 ANY PLACE
NO WHERE, MN

City, State or Province 56701 Zip 56701

Serial Number 9023790 Engine Number 203819-344

Model Number 000081 Expiration Date 04-85-91 Code

Dealer Use Customer ArctCard and Data Recorder to print these spaces

Date of Repair 4-15-90

Shop Rate \$24.00

Distributor Code 000081

Dealer Name ARCTCO, INC.

Address THIEF RIVER FALLS, MN

City, State or Province 56701

DESCRIBE DEFECT IN MATERIAL OR WORKMANSHIP: GREEN WIRE FROM CHARGE COIL SHORTED AGAINST LIGHTING COIL WINDINGS.

DESCRIBE CAUSE OF FAILURE: ELECTRICAL TIE PULLED TOO TIGHT AROUND GREEN WIRE CAUSING INSULATION TO BREAK DOWN.

Factory Use

Date _____

Representative _____

QTY.	PART NO.	DESCRIPTION	FAILURE CODE	FLAT RATE		DEALER PARTS COST	DISTRIBUTOR PARTS COST	FACTORY USE
				TIME	LABOR CHARGE			
0	3003-567	STATOR ASSEMBLY	59	1.7	40.80			
* NOTE: DO NOT PUT ANY OTHER PARTS OR REPAIRS ON THIS CLAIM								

Customer Approval

This warranty service has been performed with my authorization and to my satisfaction

Customer's Signature Joe Anybody

Dealer Certification

I certify that the warranty work set forth on this claim form was actually performed and that this claim is being made in accordance with and conforms to Arctco's most recent Warranty Policies and Procedures

Authorized Dealer's Signature Dean Lawrence

Distributor Use

Date _____ Representative _____

Parts Required _____

Credit Memo No. _____

Returned for additional information (See Back)

* 10% Calmaster bonus for servicing sleds not sold by your dealership.

Sub-Total 40.80

10% Bonus* _____

Total Labor 40.80

Sub-Total 40.80

10% Handling _____

Total Parts _____

GRAND TOTAL (Parts and Labor) \$ 40.80

Sub-Total _____

TOTAL

FACTORY COPY

IMPORTANT NOTES:

1. **MACHINE USE DATA:** Be sure to list the mileage (hours) of watercraft being repaired. If the watercraft isn't equipped with a speedometer, give your best estimation of mileage.
2. **CUSTOMER AND DEALER section:** Use the customer's warranty card and your dealer plate, along with your imprinter, to complete these areas. If the customer's warranty card isn't available, be sure to print all information clearly.
3. **DESCRIBE DEFECT IN MATERIAL OR WORKMANSHIP:** Complete this section by describing failure and cause as clearly as possible.
4. **REPLACEMENT PART SECTION:** When no part is replaced and only labor is required, write the part number of part repaired and its description on the first line. Place "0" in the quantity column and the failure code in the failure code column. A list of failure codes can be found on the back of each warranty claim.
5. Write the amount of time spent on repair in the "TIME" column.
6. Both the dealer and customer must sign the claim in the lower left corner of the claim.

9

F. NORMAL WARRANTY CLAIM

When completing the Normal Warranty Claim (shown below) where both parts and labor are involved, keep these important notes in mind:

Fig. 5

ARCTCO, INC.
P.O. BOX 810
THIEF RIVER FALLS, MN 56701
PHONE: (218)681-8558

Dealer Warranty Claim Form

No. _____

MACHINE USE DATA

Miles _____ or Hours 115 (Estimate O.K.)

Gas Brand CONOCO Low Lead _____ No Lead _____
Premium Regular _____

Oil Brand ARCTCO Wt. 50 Ratio 1 to 1

Spark Plug NGK - BR9ES

Customer JANE ANYBODY
655 ANYPLACE
Address NO WHERE
MN
City, State or Province MN Zip 56701

Serial Number 9032336 Engine Number 204-117-853
Model Number 0000B1 Expiration Date 04-25-91 Code _____

Dealer Use Customer ArctCard and Data Recorder to print these spaces

Date of Repair 4-15-90
Dealer Code 0000B1 Shop Rate \$ 24.00 Distributor Code _____
Dealer Name WARRANTY DEPT.
Address ARCTCO, INC.
T.R.F., MN Zip 56701

DESCRIBE DEFECT IN MATERIAL OR WORKMANSHIP: CRANKSHAFT CONNECTING ROD PIN BROKE FROM COUNTER WEIGHT ON PTO SIDE.

DESCRIBE CAUSE OF FAILURE: UNDETERMINE - APPEARS TO BE METAL HARDNESS PROBLEM.

Factory Use

Date _____

Representative _____

QTY.	PART NO.	DESCRIPTION	FAILURE CODE	FLAT RATE		DEALER PARTS COST	DISTRIBUTOR PARTS COST	FACTORY USE
				TIME	LABOR CHARGE			
1	3003-415	CRANKSHAFT	48	5.6	134 40	363 00		
1	3002-717	CRANKSHAFT SEAL MAG				7 01		
1	3002-355	CRANKSHAFT SEAL PTO				8 15		
1	3003-687	PISTON				22 77		
2	3003-304	RINGS				23 60		
1	3003-695	CYLINDER				163 68		
2	3003-731	BASE GASKETS				8 58		
4	3003-537	CIRCLIP				1 40		
		PRESSURE CHECK ENGINE		.5	12 00			

Customer Approval
This warranty service has been performed with my authorization and to my satisfaction

Customer's Signature: Jane Anybody

Dealer Certification
I certify that the warranty work set forth on this claim form was actually performed and that this claim is being made in accordance with and conforms to Arctco's most recent Warranty Policies and Procedures

Authorized Dealer's Signature: Dean Laurry

Distributor Use

Date _____ Representative _____

Parts Required _____
Credit Memo No. _____
Returned for additional information (See Back)

*10% Catmaster bonus for servicing sleds not sold by your dealership.

Sub-Total 146 40 Sub-Total 598 19 Sub-Total _____

10% Bonus* _____ 10% Handling _____

Total Labor 146 40 Total Parts 598 19 TOTAL _____

GRAND TOTAL (Parts and Labor) \$744.59

FACTORY COPY

IMPORTANT NOTES:

1. **MACHINE USE DATA:** Be sure to list the mileage (hours) of the watercraft being repaired. If the watercraft isn't equipped with a speedometer, give your best estimation of mileage.
2. **CUSTOMER AND DEALER section:** Use the customer's warranty card and your dealer plate, along with your imprinter, to complete these areas. If the customer's warranty card isn't available, be sure to print all information clearly.
3. **DESCRIBE DEFECT AND CAUSE AREA:** Complete this section by describing the failure and cause as clearly as possible.
4. **REPLACEMENT PART section:** The part that failed or caused the failure must be put on the first line. List its part number, description, quantity used, and failure code. Select the failure code from the back of the warranty claim that best fits the failure.
5. Enter time required to complete the repair as listed in the flat rate labor schedules which are found in the Policy and Procedure Manual. Use the part in the job which requires the greatest amount of time.
6. Both the dealer and customer must sign the claim in the lower left corner of the claim.
7. Place the warranty claim in a service envelope and return the claim with part(s) to the Arctco Service Department or your distributor. Use the Arctco return label.

G. GROUP CLAIM

The Group Claim is used to perform repairs described in a Service Bulletin. When completing a Group Claim, keep these important notes in mind:

Fig. 6

ARCTCO, INC.
P.O. BOX 810
THIEF RIVER FALLS, MN 56701
PHONE: (218)681-8558

Dealer Warranty Claim Form

No. _____

<p>MACHINE USE DATA</p> <p>Miles _____ or Hours _____ (Estimate O.K.)</p> <p>Gas Brand _____ Low Lead _____ No Lead _____ Premium _____ Regular _____</p> <p>Oil Brand _____ Wt _____ Ratio _____ to 1</p> <p>Spark Plug _____</p>	<p>Customer Address _____ City, State or Province _____ Zip _____</p> <p>Serial Number _____ Engine Number _____ Model Number _____ Expiration Date _____ Code _____</p>	<p>Dealer: Use Customer ArctiCard and Date Recorder to print these spaces</p>	<p>Date of Repair 4-15-90</p> <p>Dealer Code 000081 Shop Rate \$24.00 Distributor Code _____</p> <p>Dealer Name WARRANTY DEPT. Address ARCTCO, INC. T.R.F., MN 56701 Zip _____</p>
---	---	---	--

DESCRIBE DEFECT IN MATERIAL OR WORKMANSHIP: **SERVICE BULLETIN #93-01**

DESCRIBE CAUSE OF FAILURE: _____

REPLACEMENT PARTS			FAILURE CODE	FLAT RATE		DEALER PARTS COST	DISTRIBUTOR PARTS COST	FACTORY USE
QTY.	PART NO.	DESCRIPTION		TIME	LABOR CHARGE			
1	604-412	9023790	93-01	.5				
		9023791						
		9023792						
		9023793						
		9023794						

↑ *NOTE: THE PROCESSORS WILL TREAT EACH SERIAL NUMBER AS A SEPARATE CLAIM WITH ONLY THE TOP LINE FILLED IN.

<p>Customer Approval This warranty service has been performed with my authorization and to my satisfaction</p> <p>Customer's Signature _____</p>	<p>Distributor Use Date _____ Representative _____ Parts Required _____ Credit Memo No _____ Returned for additional information (See Back)</p>	<p>Sub-Total 60 00</p> <p>10% Bonus* _____</p> <p>Total Labor 60 00</p> <p>Total Parts _____</p> <p>GRAND TOTAL (Parts and Labor) \$60.00</p>	<p>Sub-Total _____</p> <p>10% Handling _____</p> <p>TOTAL _____</p>
---	--	--	---

FACTORY COPY

Print Clearly. Press Hard - The Last Copy is Yours!

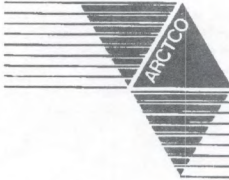
IMPORTANT NOTES:

1. Use your imprinter and dealer plate to complete the dealer information section.
2. Enter the Service Bulletin number in the "Describe Defect" section of the warranty claim.
3. REPLACEMENT PARTS section: List part number and quantity used on first line. List the serial number of first machine repaired in the "Description" column along with up to nine additional serial numbers (if required).
4. Enter the time allowed (found in the Service Bulletin) in the "Time" column and the Service Bulletin number in the "Failure Code" column.
5. Dealer must sign the claim in the lower left corner.
6. Place the warranty claim in a large envelope and return the part(s) and claim in the same box to Arctco Service Department or your distributor. Use the Arctco warranty return labels.

H. WARRANTY DISCREPANCY/OMISSION FORM

This form will be used to expedite the warranty processing procedure in the event a warranty claim is incomplete. Whenever a warranty claim has a discrepancy or omission, this form will be completed listing the additional information required for processing. The claim and form will be returned to you for additional information. Promptly complete the claim and return it to your service center service department.

Fig. 7



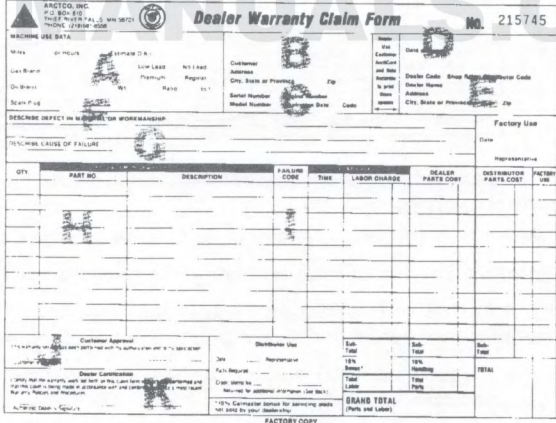
Warranty Discrepancy/Omission Form

Claim # _____

Date: _____

In order to process the enclosed Warranty Claim, we need the following information. Please complete the claim form as indicated below and resubmit within 10 days.

- ___ **A** Machine Use Data incomplete
- ___ **B** ArctiCard Imprint required
- ___ **C** Serial #, Model #, Engine #, required
- ___ **D** Date of Repair required
- ___ **E** Dealer Plate Imprint required
- ___ **F** Defect Description incomplete
- ___ **G** Failure Description incomplete
- ___ **H** Part Number absent/incorrect
- ___ **I** Failure Code absent/incorrect
- ___ **J** Customer Signature required
- ___ **K** Dealer Signature required



___ Watercraft not registered. Please send a copy of the registration with claim.

___ Please return checked parts for inspection. Return the Warranty Claim form and the selected parts in the same container.

___ Payment on this Warranty Claim has been declined for the following reason:

ARCTCO INC., P.O. BOX 810, 600 SOUTH BROOKS AVENUE, THIEF RIVER FALLS, MN 56701 TELEPHONE (218) 681-8558 TELEX 887366

I. WARRANTY PARTS TAG

- A. The warranty parts tag must be completed and attached to every part sent in to the service center. To make this task easier, we have designed the card so the Dealer Information Section of the card can be completed with your imprinter.

Fig. 8

INSTRUCTIONS
 1. Complete information on parts tag (use imprinter).
 2. Tag defective part.
 3. Use reverse side for additional details.

(Hold parts for 90 days from this date)

Mileage _____ Claim Number _____
 Part Number _____ Date Submitted _____
 Cause of Failure: _____

Arctco, Inc., P. O. Box 810, 600 South Brooks Avenue
 Thief River Falls, MN 56701

IMPORTANT NOTES:

1. Complete Dealer Section with imprinter.
2. Complete Customer Section.
3. Print in Claim Number.
4. Print in Mileage (hours).
5. Print in Part Number of part.
6. Print in Cause of Failure.

■ **NOTE: All parts submitted MUST have a parts tag attached (attach with heavy string or wire).**

J. WARRANTY POLICY ADJUSTMENT FORM

This form should be used when a watercraft is out of warranty and you feel a problem should be covered by the Warranty Policy even though the warranty has expired. If a situation arises that you feel should be covered, contact the Service Department. We will discuss the situation with you and if we can be of any assistance, we will issue you a copy of this form. It will be completed at the factory. All you need to do is attach it to the warranty claim being sent to the service center. There will be no credit issued on any watercraft that has a warranty that has expired unless prior approval is given and this form is attached to the claim.

Fig. 9

ARCTCO WARRANTY POLICY ADJUSTMENT

Other _____
 Snowmobile
 Watercraft

Date: _____
 Model: _____
 Expiration Date: _____
 Comments: _____

Mileage/Hours: _____
 Dealership Number: _____
 Dealership Name: _____
 Address: _____
 Phone Number: _____

 Dealership Contact Person

 Arctco Service Representative

The following checklist will assist you when processing your Warranty Claims. Make sure all points are completed before submitting your warranty claim to your service center. This will enable us to process your claim and issue your credit quickly. This checklist can be removed from the book and placed where your warranty claims are completed.

WARRANTY PROCESSING CHECKLIST

- Complete Warranty Claim Machine Use data area.
- Complete ALL customer information correctly - use Customer Warranty Card for this information.
- Use Dealer Imprinter Plate for Dealer Information area.
- Have you filled in the area where it asks for a Description of the Problem?
- Have you entered all quantities and part numbers? Part that causes problem must be on the first line along with failure code.
- Have both you and the customer signed the claim at the bottom?
- Have you completed the failure code area? Remember to use failure code on the part that causes the problem. Use only one code per claim.
- Remove the Dealer Copy and Customer Copy; then mail the remaining copies of the claim to your designated service center. Be sure to return those parts which are required with the claim. NOTE: LEAVE THE CARBON SHEETS IN!
- All returned parts must be tagged with Parts Return Tags. Use Dealer Plate and imprinter to complete dealer information area of tag. Be sure to complete all other areas.

PARTS THAT MUST BE RETURNED WITH CLAIM:

1. All engine parts
2. All electrical parts
3. All accessories
4. All jet pump parts
5. Throttle, choke, and steering cables
6. All Sharkwear clothing

Send Warranty Parts To Your Designated Service Center:

Arctco, Inc.
P.O. Box 810
Thief River Falls, MN 56701
Attn: Warranty Department

Alaska
Arctic Recreational Products
3074 Commercial Drive
Anchorage, AK 99501

Eastern Marketing, Ltd.
P.O. Box 640
Lockhart Mill Rd.
Woodstock, NB E0J2B0

Marr's Leisure Products
Box 732
1865 Burrows Ave.
Winnipeg, MB R3C2L4

■ **NOTE: If there are any questions concerning warranty, registration, or parts, please contact your service center listed above.**

GENUINE TIGERSHARK PARTS & ACCESSORIES

Arctco or its distributors are the only source for dealers to order genuine Tigershark Watercraft parts and accessories. We will be supplying only Authorized Tigershark Watercraft dealers with a complete line-up of parts for all model years. This means you must be an Authorized Tigershark Watercraft dealer to purchase Tigershark Watercraft parts from the Arctco Parts Department or from any Arctco distributor.

To clarify any question concerning parts ordering, a brief parts ordering procedure summary follows. If questions still exist after reviewing this summary, please do not hesitate to contact the Arctco Parts Department or your distributor's parts department. They will be more than happy to assist.

PARTS ORDERING PROCEDURE

Before contacting the Arctco Parts Department have the following information ready:

1. Look up the part numbers and quantities you wish to order.
2. Have your dealer number ready.
3. Method of shipment if other than regular UPS.

Being prepared will save everyone a lot of time. If needed, parts books or microfiche can be ordered through the parts department. Part numbers for all publications are provided in the Policy and Procedure Manual.

To order parts from the parts department, we have provided a toll-free WATS line.

Use this number only for placing parts orders.

Parts Order Line (U.S. dealer dealing direct with Arctco, Inc.):

US & MN 1-800-279-2281 (phone)
US & MN 1-800-279-1916 (fax)

If you have any of the following questions, contact Gary Laidley, Parts Information Coordinator at ext. 183.

Parts Information/Service Line

US & MN 1-800-279-0179

1. Status of order
2. In-season or year-end parts return
3. Parts on back order

All **credit questions** (credit hold, etc.) should be addressed to Ann Joppru at ext. 141. Use the parts information/service WATS line number given above.

- SPECIAL NOTES -

Processing and Shipping

All call-in orders will be processed within 24 hours.

■ **NOTE: All regular orders are shipped UPS ground unless you are on the 2nd-Day Air program and have no maximum quantity.**

ESP (Extra Special Processing) - Arctco also has 1-day and 2-day ESP. Please identify at the beginning of placing the order if you desire ESP.

All ESP orders will be shipped by UPS or Federal Express. 1-day or 2-day Air Federal Express will only be available to dealers with open account credit status.

1. ESP order deadline is 5:00 PM daily
2. All ESP orders will have a \$10.00 handling charge
3. 15 line item maximum per ESP order

BELOW MINIMUM ORDER

Any order below \$25.00 will be charged an extra \$15.00 for processing and handling.

FREE FREIGHT

The Arctco Free Freight program provides free freight for all UPS GROUND SHIPPABLE PARTS and/or clothing on all qualified in-season orders from April 1, 1994 until October 31, 1994.

Since we do not require that in-season parts and clothing orders be placed separately, each dealer, in order to qualify for this program, is required to place minimum orders for parts and clothing.

The minimum order for parts and clothing is \$2500.00 each for a total of \$5000.00.

Please note this information while placing your pre-season parts and clothing orders.

SPECIAL FREIGHT REQUEST

Orders can and will be shipped by most methods requested by the ordering dealer. Freight charges for special freight shipments are the responsibility of the dealer.

TRAILER WARRANTY

Arctco will be handling Tigershark trailers. We will have several models including one-place, two-place, and four-place models.

The warranty on the trailers will be handled by the trailer manufacturer. The one year, limited warranty is as follows:

LIMITED ONE-YEAR WARRANTY

All products and component parts except tires and wheels manufactured by LELAND ENGINEERING, INC. are warranted by LELAND ENGINEERING, INC. (hereinafter referred to as LELAND), to be free of any substantial defects in material and workmanship for a period of one (1) year after delivery to the original retail purchaser. If defects in the material or workmanship are discovered within the one (1) year period, the original retail purchaser shall send written notice of the defect to the selling dealership within ten (10) days after the defect is discovered. At the same time, the original retail purchaser shall forward a written notice stating the specific details of the defect, together with the model and serial number of the LELAND product or component where available, or a description of the product sufficient to identify it, by First Class United States Mail to the manufacturer at its place of business (Leland Engineering, Inc., P.O. Box 698, White Pigeon, Michigan 49099). The manufacturer, upon receiving the written notice and upon determining that a substantial defect in the material or workmanship does in fact exist, or the selling dealer upon receiving authority from the manufacturer, shall correct the defect within a reasonable time after receiving the written notice.

LELAND DOES NOT ASSUME RESPONSIBILITY FOR ANY CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, LOSS OF THE USE OF LELAND PRODUCTS OR COMPONENT PARTS, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY OR LOSS OF REVENUES AS A RESULT OF ANY MALFUNCTION OF ANY LELAND PRODUCTS OR COMPONENT PART. FURTHER, ANY OTHER WARRANTIES IMPLIED BY LAW ARE LIMITED IN DURATION TO THE SAME PERIOD OF TIME AS THIS LIMITED WARRANTY: THAT IS, ONE (1) YEAR FROM THE DATE OF DELIVERY OF THE LELAND PRODUCT OR COMPONENT PART TO THE ORIGINAL RETAIL PURCHASER. THIS WARRANTY EXTENDS TO THE ORIGINAL RETAIL PURCHASER ONLY AND IS NOT TRANSFERABLE. FURTHER, LELAND RESERVES THE RIGHT TO MAKE CHANGES IN THE DESIGN AND CHANGES OR IMPROVEMENTS UPON ITS PRODUCTS WITHOUT IMPOSING ANY OBLIGATION UPON ITSELF TO INSTALL THE SAME UPON ANY PRODUCT PREVIOUSLY MANUFACTURED.

LELAND may require, when warranty claims are made, that the product or component part in question be returned to the manufacturer for inspection before replacement or other warranty work is allowed. Should shipment of a LELAND product or component part to the factory be required in order to perform warranty work, it will be the responsibility of the retail customer to pay all freight charges to and from the factory. All repair work done under this warranty shall be at no cost to the original retail purchaser for materials or labor.

LELAND assumes no responsibility for damages resulting from misuse, neglect, accident, loading beyond capacity, failure to comply with service manual instructions, unauthorized repairs or alterations or failure to provide proper care and maintenance of its products or component parts. Further, LELAND makes no warranty regarding tires or wheels used in conjunction with its products.

The selling dealer from whom you purchased your LELAND product or component part is a privately owned business enterprise buying merchandise from the manufacturer for the purpose of reselling to the ultimate customer. He is not an agent, servant, or employee of LELAND nor a representative of the corporation in any way. LELAND does not undertake responsibility to any purchaser or its products for any undertaking, representation or warranty made by dealers selling its products beyond those herein expressed.

THIS WARRANTY AND THE OBLIGATIONS AND LIABILITIES OF SELLER THEREUNDER ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, AND BUYER HEREBY WAIVES ALL OTHER REMEDIES, WARRANTIES, GUARANTIES OR LIABILITIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE (INCLUDING WITHOUT LIMITATION ANY OBLIGATIONS OF THE SELLER WITH RESPECT TO FITNESS, MERCHANTABILITY AND CONSEQUENTIAL DAMAGES) OR WHETHER OR NOT OCCASIONED BY SELLER'S NEGLIGENCE. THIS WARRANTY SHALL NOT BE EXTENDED, ALTERED OR VARIED EXCEPT BY A WRITTEN INSTRUMENT SIGNED BY SELLER AND BUYER.

SHARKMASTER™ PROGRAM

Purpose:

1. Builds a strong service network of trained technicians
2. Promotes quality service
3. Aids in building customer confidence

Requirements:

1. Must have three years experience working on watercraft
2. Must have all the current service and parts manuals
3. Must have all the recommended tools
4. Must pass the SharkMaster test
5. Must attend a Tigershark Watercraft Service Seminar each year

Benefits:

1. Technicians will receive a jacket at a special price (\$45.00)
2. Dealership will be eligible for shop rate increases
3. Technicians will be sent a personal subscription to the "Tigershark Service Newsletter"
4. Dealership will receive a 10% bonus on labor for working on watercraft sold by another dealer
5. Technicians will receive a personalized SharkMaster identification card

WATERCRAFTMANUALS.COM

CUSTOMER SERVICE

Most manufacturers and dealers realize the value of loyal customers, and they work full time at retaining owner loyalty by keeping customers' service needs foremost in their minds. But once in a while, even the best of intentions, the best of efforts, fall short. A customer becomes dissatisfied and contacts Arctco's Service Department.

Sweep it under the rug? Ignore it? That just doesn't make good business sense. A complaint is really an opportunity, a second chance, to respond to a customer's needs. If handled promptly and tactfully, it can make a customer even more loyal.

Why is loyalty so important? If an average service customer leaves and goes to a competitor for watercraft needs, that customer takes about \$30,000 worth of future lifetime purchases of watercraft sales and service away from you. You lose sales and profits. Unfortunately, that's only the beginning, because customers talk—especially unhappy customers.

So it's extremely important that both you and we communicate with our customers, especially the dissatisfied ones. After all, we're both in the business together and without customers, there is no business. We both need to take prompt, responsible action before a dissatisfied customer leaves us forever.

In this age of consumerism, we have to work together more effectively than ever before to handle our customers' problems. Customers expect it of us, and we should expect it of each other. It's a real challenge.

The single most important ingredient in an effective manufacturer/dealer/owner relations system is the ability to communicate with each other. While our responsibilities may differ, our results must be the same—keeping our customers satisfied. There is only one way to produce that result, and that's by working together.

On page 21 you will find an example of our complaint contact form. Each time an unhappy customer contacts Arctco, this form will be filled out. If further action is required, the pink and goldenrod copies of this form will be sent to your dealership for follow-up. All information will be written on the form as reported by the customer.

When you receive your copy of the customer contact form, proceed as follows:

1. Review information written in comment section of the form. If you know of the situation and have some further comments, contact the Arctco Rep who completed the information. The Arctco Rep's name will be written in the upper right hand corner. Discuss the situation with the Arctco Rep and decide what can be done (if anything) to correct the situation.
2. Contact customer and take whatever action is required to satisfy the complaint.
3. Once the problem has been corrected, return goldenrod copy of the form with your comments written at the bottom.

■ **NOTE: If assistance is required in handling any customer problems, please contact the Arctco Service Department A.S.A.P.**

Once Arctco receives the contact form back from the dealer and the problem has been resolved, it will go into the dealer's closed file. If any contacts are not returned within two weeks, Arctco will contact the dealer to see what progress is being made. As long as the form isn't returned to Arctco's Service Department, it will stay in the dealer's or distributor's open file.

In cases where dealers have a distributor, such as in Canada or Alaska, the form will be mailed to the distributor for follow-up. If the dealers in this case should have any questions, they should contact their distributor Service Manager A.S.A.P.

Any emergency-type complaint received by the Arctco Service Department will be followed up immediately by contacting the dealer by phone. A form will then be filled out and sent to the dealer or distributor. The dealer or distributor should then follow-up on the complaint A.S.A.P. without waiting for the form. The form can be completed and returned when it arrives.

In each case, the complaint contact form will be sent out by Arctco on the same day that the customer calls in.

If the complaint comes to Arctco in the form of a letter, a copy of the letter along with a completed form will be sent to the dealer.

To acknowledge the customer's letter, we will send a letter much like the example below.

The complaint is now in the system and we must do our best to correct it. There is only one way to resolve a problem, and that's by working together.

Fig. 10

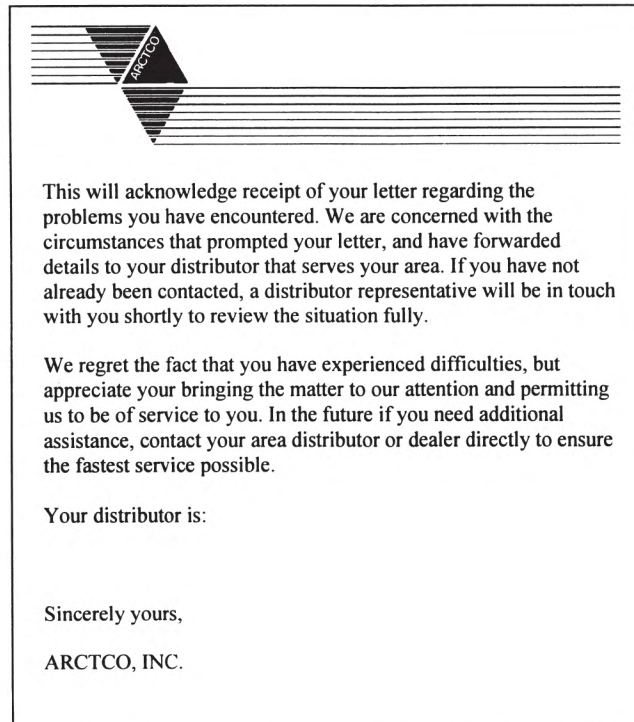


Fig. 11

COMPLAINT CONTACT REPORT

2506



ARCTCO, INC.
THIEF RIVER FALLS, MN 56701

READ INSTRUCTIONS ON BACK SIDE

Class <input type="checkbox"/> Regular <input type="checkbox"/> Emergency		Type of Complaint <input type="checkbox"/> Service <input type="checkbox"/> Stockout <input type="checkbox"/> Warranty		Date	Due Date
Model	Engine	CC-Size	Distributor		
Warranty Status <input type="checkbox"/> In Warranty <input type="checkbox"/> Out of Warranty		Serial Number			
Customer Name and Address		Dealer Name and Address		Complaint Received By <input type="checkbox"/> Letter <input type="checkbox"/> Visit <input type="checkbox"/> Telephone	
				Downtime	
Phone		Phone			
Customer Complaint <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>					
				DEALER USE ONLY	
Is customer satisfied? <input type="checkbox"/> Yes <input type="checkbox"/> No — Explain.					
<hr/>					
<hr/>					
<hr/>					
Date		Signature			
				DIST. USE ONLY	
Is customer satisfied? <input type="checkbox"/> Yes <input type="checkbox"/> No — Explain.					
<hr/>					
<hr/>					
<hr/>					
Date		Signature			

Distribution: White — Consumer Service, Canary — Distributor, Pink — Dealer, Green — Return to Dist., Goldenrod — Return to Consumer Service

Printed in U.S.A.

© Registered trademark of Arctco, Inc., Thief River Falls, MN 56701

Customer Service Assistance

In every case, the dealer should make every attempt to answer any question a customer may have. If assistance with a customer's question is needed, contact the Arctco Service Department for assistance.

If there are times when the customer insists on contacting the factory themselves, a special telephone line has been put in for customer service assistance. Please, only provide this number to customers who request the customer service telephone number.

Remember that the special WATS or 800 number is for dealer use ONLY. The customer service line number is 1-218-681-4999. Those calls received from customers on the toll free line will be charged to their dealer's account.

Emergency Parts Policy

There will be times when a part needed to repair a customer's watercraft is not available through normal channels.

It is our goal at Arctco to get every customer's watercraft back into service as quickly as possible, even when a parts problem exists.

At no time should a customer's machine be laid up because of a parts problem. If the part required goes on back order when you place your order (the parts-order operator will tell you if the part is not available) and you have a watercraft waiting on that part, please request to speak to Gary Laidley or to someone in the Service Department.

We will find the required part if at all possible. The part we find may be used, but it will still be better than no part at all.

For those dealers who are working through a distributor, the distributor will also be ready to assist you with parts problems. Please let your Distributor Service Department know when you have a watercraft repair being delayed because of a parts shortage.