



# Arctic Cat Dealer Operations Manual

Updated: December 1, 2013  
Replaces version dated November 1, 2013:





# Dealer Operations Manual

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## Other Attachments

Warranty Claim Form





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## **Section 1. Contacts List**

Dated August 14, 2013 Replaces June 4, 2013

### **Sales Support / Bike Orders**

Craig Munro

P. 03 9381 9752

F. 03 9381 9798

E. [craig@psimporters.com.au](mailto:craig@psimporters.com.au)

### **Brand Manager**

Simon Gloyne

P. 03 9381 9720

F. 03 9381 9798

M. 0409 049 440

E. [simon@psimporters.com.au](mailto:simon@psimporters.com.au)

### **Marketing Manager**

Mark Berger

P. 03 9381 9733

F. 03 9381 9798

M. 0417 060 937

E. [mark@psimporters.com.au](mailto:mark@psimporters.com.au)

### **Dealer Manager – QLD, NT, Nth NSW**

Shane Ladynski

M: 0429 612 439

E. [shanel@psimporters.com.au](mailto:shanel@psimporters.com.au)

### **Dealer Manager VIC, TAS, SA, Sth NSW**

Barry French

M: 0417 569 167

E. [barry@psimporters.com.au](mailto:barry@psimporters.com.au)

### **Warranty Support**

Chris Nicholls

P. 03 9381 9768

F. 03 9381 9799

E. [chrisn@psimporters.com.au](mailto:chrisn@psimporters.com.au)

### **Technical Support and Warranty**

Cliff Stovall

P. 03 9381 9768

F. 03 9381 9799

M. 0407 464 084

E. [cliff@psimporters.com.au](mailto:cliff@psimporters.com.au)

### **Spare Parts & Accessories**

Ben Eaton

P. 03 9381 9773

Parts Free Fax 1800 630 999 (Outside Vic)

Parts Fax 03 9381 9799

E. [bene@psimporters.com.au](mailto:bene@psimporters.com.au)

### **Marketing Support Coordinator**

Darren Kersey

P. 03 9381 9732

F. 03 9381 9798

E. [darren@psimporters.com.au](mailto:darren@psimporters.com.au)

### **Parts Despatch**

Kathy Bauwens

P. 03 9381 9785

F. 03 9381 9799





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## **Section 2. Dealer Check List**

Dated June 4, 2013 Replaces March 1, 2013

Listed below are the important components of the dealership agreement that we request dealers adhere to:

### **Every Month**

- **Complete the Stock and Sales report emailed to you on the first of every month and fax to PS Importers by 12 noon (EST) on the first trading day of each month.**

Please amend any of the “*stock on hand*” units that may have recently been sold, include the Name and Date of purchase.

This assists us with reordering and contributes to a smoother supply for dealers and customers. It is also a vital part of reconciling our floor plan.

### **Immediately on retail delivery of new ATV to customer**

- Complete the on-line Sales Registration form on the Arctic Cat Dealer Connection – ACDC. It is accessed through our website at [www.arcticcataustralia.com.au](http://www.arcticcataustralia.com.au), click on the ACDC link at the bottom RHS of the homepage and enter your login and password to access the Sales Registration tab. Page 1 to 3 can be completed in anticipation of customer handover, leaving the final page 4 to be completed at handover as this will print a handover page for the customer to sign 2 copies, one for customer and one for dealer. The customer has certain obligations for warranty cover, safety and liability. For the dealers own protection it is important the customer reads, understands and signs this handover document
- Vehicle payment to arrive at Arctic Cat Australia no later than 5 days from date of retail delivery (if not already paid by dealer). Failure to pay within terms may affect continuity of Floor Plan facility.

### **Ordering ATV's and SSV**

- Always fax or e-mail confirmation of the order. We encourage dealers to phone us for stock availability but orders must be confirmed by fax or by email to [craig@psimporters.com.au](mailto:craig@psimporters.com.au)





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## **Section 3. New Vehicle Order Confirmation Form**

Dated June 4, 2013 Replaces March 1, 2013

**FAX TO (03) 9381 9798**

**Or**

**email same details to [craig@psimporters.com.au](mailto:craig@psimporters.com.au)**

Dealer Name: \_\_\_\_\_

Dealer Suburb / Town: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Dealer Order No: \_\_\_\_\_

**Make**

**Model**

**Colour**

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Note:**

If this bike is going to be a Demo, please also send copy of 'Demonstrator application and rebate form' for prior approval.





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## **Section 4. Ordering Spare Parts and Accessories**

Dated June 4, 2013 Replaces March 1, 2013

### **Create order:**

Prepare an order form. Use your own letterhead or system generated order.

There are three types of Dealer order:

- **Daily Order:** This order can be placed on any day and will be processed with dealer discount of 30%. Any dealer parts indicating backorder will be ordered airfreight from the factory depending on size. Back order time 2 weeks
- **Stock Order** (non-urgent): This order can be placed once a month for dealer stock items and will be processed at a dealer discount of 40%. Any dealer parts indicating backorder will be ordered sea freight from the factory. Back order time 6-9 weeks
- **Emergency Order:** This is for small extremely urgent items and extra freight can be charged to the dealer. Back order time 5 – 7 days

Your order must include this information:

- Dealer name and Location
- Contact person at dealership
- Order number if required
- Date of order
- Type of order: Daily or Stock or Emergency
- Freight: Road or Air
- Part number
- Order quantity

### **Other details:**

- All orders must be faxed or emailed to [bene@psimporters.com.au](mailto:bene@psimporters.com.au)
- Orders received by 2:00pm (EST) will be processed and dispatched same day (subject to stock availability).
- Satchels and small boxes of parts are sent by Toll Priority Overnight Express and are usually received the next working day
- Large or bulky items will be sent by Discount Freight Express or Startrack and will usually arrive after 2-3 days (major centres).
- Invoices will be sent with spare parts.





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## Spare parts contacts:

**Phone:**

Ben Eaton  
P: (03) 9381 9771  
E: bene@psimporters.com.au

**Fax:**

(03) 9381 9799 (for 03 area code dealers)  
Toll Free (all other area codes): 1800 630 999

## Credits

- Under no circumstances can Credit be considered unless the original INVOICE NUMBER accompanies the goods.
- Prices are ex our warehouse.
- The purchaser is liable for freight and insurance.
- No returns after 7 days.
- All returns subject to handling charges.
- No credit allowed on electrical goods, non-stock lines and back orders.
- Credits are subject to Distributors Returns Policy.
- The title and ownership of invoices shall not pass from PS Importers to the purchaser until all outstanding amounts for all goods, whenever sold, have been paid in full by the purchaser.
- Account terms are strictly 30 days from month of invoice. For example; purchases in July are required to be paid in full before end August.

## Identifying Part Numbers

- All parts catalogues can be viewed or downloaded from the ACDC.
  - Tip: On a PC, you hold down the Ctrl key and press F. This will bring up the find window. Type your description into the Find box. If found you can now use the arrows next to the search box to move to each page that features the searched word.
- Alternatively you can provide model details and description of parts to Ben Eaton via fax.
- We are also working towards offering the PartSmart Electronic Parts Catalogue (EPC) This will work on one PC in a dealership.
- Additional licences for additional PC's can be purchased. Price on application from Ben.

## Parts pricing

- A parts price file is available in Excel format and OPEA format. You will find this in the ACDC...Go to bulletins and use sort button to sort parts bulletins. Scroll for a bulletin relating to parts price files.





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## **Section 5. Arctic Cat Australia – Floor Plan Terms**

Dated November 1, 2013 Replaces June 4, 2013

### **All Arctic Cat Vehicles**

- Maximum period is 210 days (7 months) at which point the dealer must pay for the bike.
- Interest free terms extend to 120 days (4 months) if paid within 120 days.
- If not paid out within 120 day period, interest is back dated to 91st day and is charged at 1% per month (calculated daily).

### **How it works**

1. **Pay for the bike within 120 days**– Interest Free
2. **Pay for the bike after 120 days**– Interest Free for first 90 days, remaining days (or part thereof) at 1% per month calculated daily.
3. **Over 210 days**– The floor plan has finished, payment is required by 210 days from original invoice date.

### **Conditions**

The following conditions apply in respect of the extended floor plan:

1. This plan only relates to new vehicles. Parts account terms remain as per our dealer agreement ie 30 days
2. **Irrespective of overall terms, payment must be received at Arctic Cat Australia within 5 calendar days of delivery date when the unit is retailed. Payment is not considered as having been made until received by PS Importers.**
3. The customer details must be entered into the ACDC at the time of hand over.
4. Interest charges will be calculated on a daily basis at the rate of 1% per month. This ensures that the dealer pays interest for only the number of days monies are outstanding.
5. Any interest expense incurred under this plan will be invoiced to you through your P&A account after the bike has been paid for.
6. There are no other charges, such as set-up or curtailment fees, associated with this plan.
7. Please ensure that appropriate members of your sales, service and accounting staff are fully informed of the details of this plan.
8. The payment of a retailed motorcycle within 5 days relies on the honesty of the dealer and the competency of dealer staff in understanding this condition. **Failure to comply this requirement may be viewed as a breach of trust and could result in the floor plan arrangement being withdrawn.**







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## Keeping track of your inventory and when payment is due

When a vehicle is invoiced to you a delivery docket is created and includes a trust number. When payment is made to us, the delivery docket is converted to an invoice and the trust number becomes the invoice number. The delivery docket is automatically emailed to the nominated person in your dealership, usually the dealer principal unless otherwise advised by you.

## The Delivery Docket has 3 dates on it...

- **The Date:**
  - This is the start date of the transaction.
  
- **End of Terms:**
  - This is the date at which the interest free terms expire. Generally this is 120 days but from time to time we may alter the terms if we are running campaigns or specials which would be confirmed on bulletins via ACDC (dealer platform).
  - If not paid out by the End of Terms date, interest begins to accrue at 1% per month starting at the 91<sup>st</sup> day (ie it is back dated 30 days).
  
- **Final Payment:**
  - This is the date on which the vehicle needs to be paid out as the terms are now finished. Generally this is 210 days.
  - Our system will issue an email reminder 5 days before the Final payment is due.

## Important

- It remains the dealer's responsibility to manage inventory and payments.
- Overriding all terms is when a vehicle has been retailed to an end user (customer). When this occurs, payment is required to arrive at our office within 5 days





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## Section 6. Arctic Cat Demonstrator Program

Dated June 4, 2013 Replaces March 1, 2013

PSI provides a generous demo program to help dealers sell more products through the use of demonstrators. The main features of the program are:

- 7.5% rebate calculated as 7.5% of Dealer buy price excluding GST.
- Interest free 180 day terms.
- The demo unit can be off-loaded after 120 days.
- Unit must be paid out at 180 days or within 5 days of being retailed.
- The rebate is claimed after bike has been retailed to new owner.
- The number of demo units per dealer, is limited to 20% of the dealers purchased units (calculated at time of wholesale invoice from AC to dealer).
- Example: Dealer purchases 4 units for stock, the 5th unit can be purchased as a demonstrator. The allowance will be compounding throughout the year and zero off at year end.

### Step 1

- Dealer to submit order form and demonstrator request form for vehicle being put on as demonstrator. Demonstrator must be requested at time of vehicle order.

### Step 2

- Arctic Cat Australia to approve or decline demonstrator and fax back to dealer

### Step 3

Dealer to;

- Complete ACDC entry for putting on a demonstrator
- Dealer to keep as demonstrator for a minimum of 120 days

### Step 4

After 120 days, dealer is eligible for their demonstrator rebate, providing;

- The vehicle has been paid for in full.
- The bike has been held as demonstrator for the minimum 120 days.
- ACDC entry was completed within 5 days of original approval.
- The relevant sections are completed on the Demonstrator request form noting that the dealer is requesting a rebate.
- Details of new owner have been entered into the ACDC
- Dealer has supplied a tax invoice to PS importers for the rebate amount (including GST).

Demonstrator rebate is 7.5% of dealer buy price excluding GST.

- **Example:** Dealer Price Ex. GST x 0.075 = Rebate amount ex GST
- Therefore: 700 XT \$10,270 x 0.075 = \$770.25
- Your invoice with your claim is therefore comprised of \$770.25 + \$77.02 GST = Claim total of \$847.27

### Note:

Demo rebates are provided to contribute to the cost of putting on a demo. We do this for the genuine purpose of demonstrating the vehicle. On each dealer visit, your dealer manager will review all demo units and record the odometer reading. They will also review activities to invite customers to ride the demo. Inactivity of demo units may result in a review of the dealers demo program.





# Dealer Operations Manual

## **Section 6.1 Demonstrator Application & Rebate Claim Form**

Dated June 4, 2013 Replaces March 1, 2013

### **Dealer - Step 1 Demonstrator Application**

Demos must be approved when ordering. Please send this form with new vehicle order form

I am applying to put on a Demonstrator of the Model listed. Bike order confirmation form attached.

Dealer: \_\_\_\_\_ Date: \_\_\_\_\_ Model: \_\_\_\_\_

Requested by: \_\_\_\_\_ Signature: \_\_\_\_\_

### **PS Importers - Step 2 - Approval Reply (Return fax to Dealer)**

This demonstrator unit is:      Approved      ☐      Declined ☐

By: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

VIN: \_\_\_\_\_ Arctic Cat Australia Stock \_\_\_\_\_

Notes: \_\_\_\_\_

### **Dealer - Step 3 - If approved, Dealer must now...**

1. Within 5 days of approval submit the SWR on-line in the ACDC.
2. Keep unit as a demonstrator for a minimum 120 days. (Unit payment required at 180 days or within 5 days of being retailed)

### **Dealer - Step 4 - Rebate claim criteria.**

I am now claiming the demonstrator rebate for the above ATV or SSV. The ATV or SSV now fulfils ALL of the following criteria.

- ☐ The vehicle has been in service as a demonstrator for 120 days or more and has now been retailed.
- ☐ PS Importers have received payment for this demonstrator.
- ☐ Details were entered into the ACDC within 5 days of the original approval date.
- ☐ A copy of a document identifying the new owner, ie Contract of Sale, is attached to this claim.
- ☐ Dealer has provided a tax invoice to Arctic Cat Australia for the rebate amount including GST.

Requested by: \_\_\_\_\_ Signature: \_\_\_\_\_

### **Arctic Cat Australia - Step 5- Rebate payment details (office use only)**

Payment (All documentation checked)      Approved ☐      Declined ☐ Reason

Amount: \$

Date claim received: \_\_\_\_\_ Date processed: \_\_\_\_\_

Signed: \_\_\_\_\_ Cheque no: \_\_\_\_\_





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## **Section 6.2 Tips for Using Demonstrators**

Dated June 4, 2013 Replaces March 1, 2013

We suggest you keep a Demonstrator log with each demonstrator vehicle, entering:

- Time in/out
- Name
- Address
- Home, work and mobile number
- E-mail address
- Current bike/year/Kms/condition etc
- Demo Kms in/out
- Rider comments

This enables you to build a database that will prove useful on ride days, promotions, for the actual selling of demonstrators, specials, second hand ATV's, etc.

A demonstrator should be kept fully fuelled, cleaned, serviced and ready to go!

Properly managed, a demonstrator will earn you and your shop profit. Treat it like the tools in your workshop. You use them to make money.





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## **Section 7. BROCHURE ORDER FORM**

Dated June 4, 2013 Replaces March 1, 2013

About brochures.

The full US brochure is supplied from the factory on a 10 to 1 basis, in other words if we expect to sell 500 units, they will supply 5000. This means dealers should use the 4m in a similar ratio and that is for serious prospects only.

The Australian Line up brochure is a simpler format and more readily available. These will be reprinted as required and can be used for prospects with less immediate intent to purchase.

The accessory catalogue is comprehensive but also features US pricing so please order only for your internal use. There is no un priced printed version that we can provide, except for a PDF version. You can find this at [www.arcticcataustralia.com.au](http://www.arcticcataustralia.com.au) in the brochure download area.

**PLEASE FAX TO ADMINISTRATION ON (03) 9381 9799**

**Dealer name:**

<b>DEALER USE</b>			<b>ARCTIC CAT AUSTRALIA OFFICE USE ONLY</b>		
Brochure	ORDER QTY	QTY SUPPLIED	SUPPLY DATE	B/O QTY	B/O SUPPLY DATE
Australian Lineup Brochure					
US priced Accessory Catalogue					

**FAX TO: 1800 630 999**





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## **Section 8. Arctic Cat Warranty**

Dated June 4, 2013 Replaces March 1, 2013

### **Warranty Claims**

Applications for warranty are managed via the on-line warranty system. Find the option on the ACDC (Arctic Cat Dealer Connection) and submit your claim on line. Simply follow the form in its logical process.

The claim will be reviewed by our team and a response will be generated to your nominated email address. The claim will be either approved, rejected or postponed pending further evidence. Typically further evidence will be photographs and or data gathered from diagnostic testing.





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## WARRANTY HANDBOOK

Each vehicle is provided with a warranty handbook that includes the warranty policy and maintains a vehicle service history. The handbook must always be presented when requesting warranty rectification. The handbook must always be presented during routine Vendor/Dealer servicing. We have repeated the contents of the warranty handbook here.

In the handbook you will find details of the warranty given by ARCTIC ATV Australia Pty Ltd in respect to defects arising solely from faulty workmanship or materials that may occur during the warranty period.

1) It is important that you understand that you need to inform ARCTIC ATV AUSTRALIA Pty Ltd if you change your address. It is important that you keep us advised of your current address or if you sell your ATV / ROV or SNOWMOBILE. Government regulations dictate that we keep accurate and current records of ATV / ROV or SNOWMOBILE owners in the event that a safety recall may be necessary. If you fail to keep us informed of your current address or new owner's address in the event of change of ownership, you may be liable for any loss or injury incurred. Mail your advice to ARCTIC ATV AUSTRALIA Pty Ltd, 20 Stubbs Street, Kensington, VIC 3031, or email us at [www.arcticcataustralia.com.au](http://www.arcticcataustralia.com.au)

2) To enable us to comply with government regulations, it is essential that you sign the "*PRIVACY INFORMATION AUTHORISATION*".

3) It is important that you keep this handbook because it is your record of servicing, and must be presented when any warranty rectifications are required. If this handbook is not presented prior to warranty repair, or if the service history of the vehicle has not been performed by a licensed ATV / ROV or SNOWMOBILE workshop/technician at the correct intervals, warranty will be void and refused. Please keep this handbook with the ATV / ROV or SNOWMOBILE. It is your record of the sales details and of the service history of your machine, which correctly completed serves as proof that appropriate service procedures have been adopted during the ATV / ROV or SNOWMOBILE's life, which can only enhance its value. WARNING: Never use non-genuine parts. Warranty will be void if non-genuine parts are used.

4) Notice to second owners: From time to time a recall is conducted to improve reliability and to avoid a potentially more significant failure. It is important therefore to either advise us that you are now the owner of the vehicle or have service work undertaken by an authorised dealer. If Arctic Cat is denied the opportunity to avoid a major failure by advising you and conducting the recall, warranty repairs may be denied. Owner detail updates can be made at [www.arcticcataustralia.com.au](http://www.arcticcataustralia.com.au)





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## SPECIAL CUSTOMER ADVICE

- (A) Your 150 km service should be carried out by an AUTHORISED ARCTIC CAT VENDOR/DEALER.
- (B) Parts and labour for all services including the first service are payable by the owner.
- (C) The minimum servicing requirements are set out within the Owner's Manual. However sustained severe, dusty, or high speed operating conditions may necessitate more frequent servicing.
- (D) All warranty transactions must be completed within the warranty period.
- (E) If you have any questions regarding warranty or service related matters please do not hesitate to consult your AUTHORISED ARCTIC CAT VENDOR/DEALER PRINCIPAL, or if this is not possible, contact ARCTIC ATV AUSTRALIA PTY LTD.
- (F) If you wish to make a complaint about the customer service you have received from a ARCTIC CAT AUTHORISED VENDOR/DEALER, please do not hesitate to contact us via email at [www.arcticcat.com.au](mailto:www.arcticcat.com.au)

## CLEANING YOUR ATV / ROV OR SNOWMOBILE

Your ATV / ROV or SNOWMOBILE should be washed: immediately after any ride using a mild detergent and warm water.

In wet or muddy conditions your ATV /ROV or SNOWMOBILE should be cleaned and sprayed with a silicon or equal anti corrosive product.

All animal matter or faeces should be removed daily and spray with a proper anti corrosive product.

**Removal of animal matter and faeces should not be the responsibility of the dealer or vendor as it presents a health risk.**

Some alloy parts (ie front suspension fork caps on some models) require protection with silicon spray to avoid corrosion.

A Vendor/Dealer should clean and dry the engine at each service. Avoid high pressure washing, particularly in and around the carburettor or Fuel Injection system, air filter, electrical parts and brakes.

- DO NOT use harsh detergents, solvents, abrasives etc.
- Avoid washing your ATV / ROV or SNOWMOBILE in strong sunlight.
- Polished alloy parts are coated with a clear protective finish, DO NOT use any abrasive cleaners, polishes or solvents.







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## WARRANTY TERMS & CONDITIONS

### 1. Warranties

This ATV / ROV or SNOWMOBILE is warranted by ARCTIC ATV AUSTRALIA Pty Ltd (ARCTIC CAT) subject to these terms and conditions;

(a) To be free from manufacturing and material faults under normal use during the "Warranty Period". The "Warranty Period" shall begin on the date of delivery to the original retail purchaser (or in the case of a Demonstrator vehicle, the date it was first placed into service by the Vendor/Dealer), and continue until the following applicable term has expired:

**ATV's 24 Months unlimited kilometres**

**ROV's 24 Months unlimited kilometres**

**All Wildcat models - 12 Months**

**Snowmobiles - 12 months**

(b) During the warranty period, ARCTIC CAT shall free of charge replace or repair at its discretion, parts found to be defective due to a manufacturing or material fault identified and agreed by the ARCTIC CAT.

(c) The expense and costs associated with delivering the ATV / ROV or SNOWMOBILE or parts to the ARCTIC CAT Vendor/Dealer for warranty work and the expense and costs of returning the ATV / ROV or SNOWMOBILE or parts to the owner after the warranty work has been completed, will be the responsibility of, and paid for by the owner.

### 2. Exclusions - The warranty does not cover:

(a) ATV / ROV / Wildcat or SNOWMOBILE used for any type of competition, rallying contest, racing or trials

(b) ATV ROV / Wildcat or SNOWMOBILE used for any commercial purposes, courier use or rental/hire service

(c) ATV / ROV / Wildcat or SNOWMOBILE used by persons greater than the vehicle's weight limit.

(d) Tyres, oil filters, air filters, light globes, fuses, cv boots, drive belts, brake pads, spark plugs, torn or punctured upholstery, cracks or gouges in body panels, drive/driven clutch wear parts .





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- (e) ATV / ROV or SNOWMOBILE deemed to have been used for a purpose outside their design parameters.
- (f) Damage due to weather conditions (oxidation, corrosion, colour alteration, lost stickers etc.) or due to improper storage.
- (g) ATV / ROV or SNOWMOBILE subject to misuse, negligence, alteration, crash damage, competition use, fitting of non-genuine parts and /or accessories.
- (h) Mechanical adjustment, repairs, parts or replacements, which in the judgment of ARCTIC CAT are made or should be undertaken as maintenance.
- (I) ATV / ROV or SNOWMOBILE used as demonstrators that have not had the *Warranty Enrolment / Pre-delivery Inspection Certificate* returned to ARCTIC CAT within seven (7) days, as required in point (a) below
- (j) Any situation where sub standard fuel, blended fuel, fuel containing ethanol or contaminated fuel has been used
- (k) Any modifications, addition, or removal of parts unless instructed to do so by Arctic Cat.
- (L) Removal or mutilation of the vehicle identification number or engine number.
- (m ) Damage due to improper transportation.

### 3. Owner's obligation

For the warranty to apply the owner must:

- (a) Ensure that the ATV / ROV or SNOWMOBILE is serviced and maintained strictly in accordance with the *Periodic Maintenance Schedule* as outlined in the owner's manual, and retain proof of such service and maintenance by way of a completed and stamped service record from p.10 onwards in this handbook
- (b) Immediately advise an AUTHORISED Arctic Cat Vendor/Dealer of any defects in the ATV / ROV or SNOWMOBILE which may come to the attention of the owner

### 4. Vendor/Dealer's obligation

For the warranty to apply the Vendor/Dealer must:

- (a) Complete and sign the Sales & Warranty Registration form (SWR), signed by a qualified service technician (with the technician's license number stated on the form) and return it to ARCTIC CAT within five (5) business days of sale, by whatever means be it paper form or on-line.





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## 5. Limitations

The warranty will cease if:

- (a) The ATV / ROV or SNOWMOBILE is disassembled or repaired by a person deemed by ARCTIC CAT to be unqualified to perform the task
- (b) The ATV / ROV or SNOWMOBILE becomes defective due to accidents, misuse, negligence, the fitting of NON GENUINE or nonstandard parts or accessories or overloading
- (c) Non-genuine spare parts are used, being spare parts not manufactured and/or approved, tested and marketed by ARCTIC CAT ATV
- (d) The ATV / ROV or SNOWMOBILE is misused and the owner does not strictly comply with the recommendations stated in the owner's manual
- (e) Inspection, service and maintenance are not carried out strictly in accordance with the service schedule contained in this handbook, service manual and other technical information issued to AUTHORISED Vendors/Dealers
- (f) The identification numbers (chassis and engine numbers) on the ATV / ROV or SNOWMOBILE have been altered or tampered with in any way.
- (g) The ATV / ROV or SNOWMOBILE has been written off by an insurance company or repaired against Vendor/Dealer recommendation

## 6. Transfer

The warranty is only transferable if the following procedure is followed and all necessary documentation has been forwarded to ARCTIC CAT with (7) seven days of the transfer:

- (a) Second owner's details and privacy agreement are forwarded to ARCTIC CAT via email at [www.arcticcat.com.au](http://www.arcticcat.com.au).
- (b) All service and maintenance obligations have been adhered to as per "terms and conditions".
- (c) The warranty will cover only the unexpired portion of the original warranty period.





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## 7. Statutory Rights and Obligations

- (a) To the extent that the law permits and allows it to exclude or limit its liability, ARCTIC CAT and Vendor/Dealers under this warranty accept no responsibility for the loss of use of the ATV / ROV or SNOWMOBILE, loss of time or other damage consequential or otherwise including but not limited to towing and transportation charges, rental of vehicle charges during periods of repair, loss of earnings or income
- (b) ARCTIC CAT ATV and their local distributor reserves the right to change and improve any of its models with no obligation to carry out such changes on previously sold ATV / ROV or SNOWMOBILES
- (c) All defective parts removed or replaced remain the property of ARCTIC CAT and must be returned to ARCTIC CAT via the AUTHORISED Vendor/Dealer
- (d) ARCTIC CAT is not responsible nor accepts any liability arising from conduct or obligations of its Vendor/Dealer
- (e) Any part or assembly repaired or replaced under warranty does not activate a new warranty period for that part or assembly (ie when the warranty period from the initial purchase date expires, there is no warranty remaining for any part or assembly replaced during the warranty period).
- (f) ***Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.***

## 8. Care and Maintenance

Your ATV / ROV or SNOWMOBILE requires servicing at given kilometres or periods of time, whichever occurs first. The following pages contain the relevant service records. After the scheduled maintenance has been carried out, the Vendor/Dealer will stamp and sign the appropriate space, indicating the date the service occurred and the actual number of kilometres travelled by the ATV / ROV or SNOWMOBILE as of that date.

### Please note:

- **Failure to comply with the scheduled servicing will void the warranty**
- **All servicing costs are payable by the owner.**





# Dealer Operations Manual

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## 1. PRE-DELIVERY INSPECTION SERVICE

A pre-delivery inspection service is performed by the Vendor/Dealer (dealer delivery is charged to the owner) so that you can enjoy safe and pleasant riding.

## 2. PERIODIC INSPECTION SERVICE

To prolong the life of your ATV / ROV or SNOWMOBILE and reduce costs, periodic maintenance must be carried out by a qualified and licensed workshop, according to the *PERIODIC MAINTENANCE SCHEDULE* described in the Owner's Manual. It is preferable but not essential to have service work performed by a ARCTIC CAT Vendor/Dealer, but warranty may be voided if service and repair is found to be sub-standard, or carried out by an unlicensed workshop or a recall is not conducted that has contributed to a subsequent failure.

## 3. DAILY INSPECTION AND DAILY CARE

Daily inspection and daily care described in the appropriate Owner's Manual (listed below) are essential for prolonging the operating life of the ATV / ROV or SNOWMOBILE and for safe riding. Check the following daily before riding:

- Check engine oil
- Tyre pressures and condition
- Coolant level
- Lights and meters operation
- Air filter
- Steering operation
- Final drive oil
- Brake fluid
- Two stroke oil ( if applicable )
- Fuel ( correct ron )



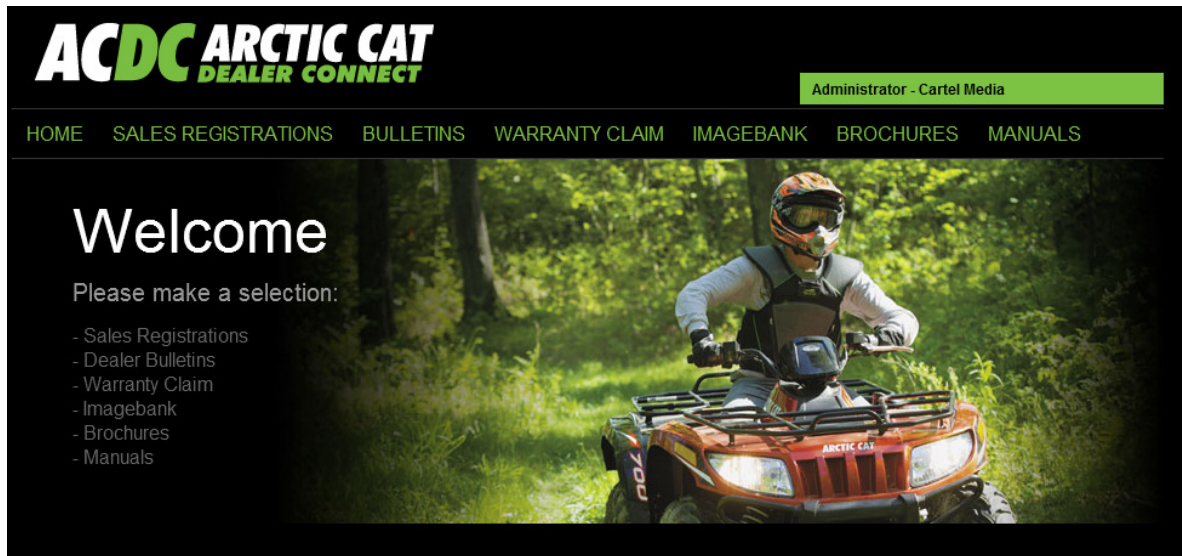


# Dealer Operations Manual

## Section 9. Arctic Cat Dealer Connect (ACDC)

Dated June 4, 2013 Replaces March 1, 2013

ACDC is your one-stop-shop for all sorts of information.



### Connecting

Your dealer manager will set you up on ACDC. First they will set you up as a dealer and then set up individual users attached to the dealership. This means anyone in your dealership who requires direct access to this information can do so, and they will receive an email directly to their email whenever we add a new bulletin as a prompt to view and download the bulletin.

### Log On

Firstly go to our public website [www.arcticcataustralia.com.au](http://www.arcticcataustralia.com.au). In the bottom RHS of the page is the copyright information and ACDC. Click on ACDC and this will take you to the log on screen. Enter your user name and password. **NEVER** share this with anyone outside the dealership. **It is not for public viewing.**

- Please contact your dealer manager if you do not yet have your log on details





# Dealer Operations Manual

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**ACDC - Functions available.**

## **Sales Registrations**

- Selling a new bike (to a customer) – You can also print out a PDI check list from here. Also note that a check list requiring the customer's signature is printed at the end of this process.
- Putting on a Demo
- Selling off a demo
- Sell to a second owner – You can also update a second owners details here.

## **Bulletins**

- All bulletins are posted here. Some have attachments and they can also downloaded from here
- Tip: click on any of the headings... Title, Message, Category, Date to sort them by this field.

## **Warranty Claim**

- A simple system to submit warranty claims.

## **Image Bank**

- Download product images and logos
- Download PDF versions of the current brochure so you can email to your customers.

## **Manuals – Downloads...**

- Set-up manuals
- Parts catalogues
- Accessory catalogue
- Owner's manuals







# Dealer Operations Manual

## **Section 10. Dealer Co-operative Advertising Fund**

Dated June 4, 2013 Replaces March 1, 2013

Advertising is a vital part of any business' marketing mix, and for motorcycle retailers it is certainly a very effective tool in increasing floor traffic – and sales.

ARCTIC CAT AUSTRALIA undertakes significant National marketing utilising the brand strengths of Vespa and Piaggio. This includes our internet sites, cross promotions with National companies, Motorcycle and scooter expos, Field and Trade days, demonstration events and press launch activities. All are designed to enhance the image and knowledge of Arctic Cat.

Newspaper advertising on a National scale is not affordable if we are to be noticed. Local dealer advertising can be however and dealers often demonstrate this. Dealer are also the in the best informed position to be able to determine what works for them and this is where we will offer assistance through the Co-operative Advertising Fund. We will also provide creative support and subsidies for the cost of your advertising.

Following are some FAQs which will explain the whole process in greater detail:

### **How does the co-operative fund work?**

From Jan 1 each year, every time a dealer retails a new Arctic Cat we'll put \$50 into each dealer's kitty. For example, if a dealer sells 20 x Arctic Cat we will put \$1000 into their kitty.

### **Will ARCTIC CAT AUSTRALIA pay all of my advertising costs?**

No. We will use your kitty held by us to subsidise 50% of the cost of advertisement placement. If the advertisement is worth \$200, then we will pay \$100 and you pay \$100.

### **What type of advertising will ARCTIC CAT AUSTRALIA subsidise?**

Radio, television, direct mail, magazine or newspaper – not sponsorship or signage.

Please contact Mark Berger in Marketing at PS Importers for more information. Costs for Production of the ad are not claimable for subsidy unless we do the production and then it is FOC.

### **Do the ads have to be approved first?**

Yes. Advertising must be pre-approved by Mark Berger to attract the subsidy. Please don't ask for subsidies for ads that have not been pre-approved.







# Dealer Operations Manual

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## Are there any other conditions?

- The ad must be designed to sell more Arctic Cats.
- The advertisement must be solely Arctic Cat and not shared with other brands.

## Can ARCTIC CAT AUSTRALIA assist with advertising production (i.e. making the ad)?

Yes, for printed advertising and if we do your advertisement for you. This service is provided by Mark free of charge. If you use your own production people to create the advertisement, we do not assist with production costs. We are not in a position to pay for television production at this time; however we do have some footage that can be utilised.

## What if I run out of funds in the kitty and want to do some advertising?

It's not the end of the world. Within reason, we will allow a dealer to draw on the kitty in advance (i.e.: go into debit) in anticipation of future retails. Please discuss with Mark.

## Does the kitty expire or keep growing?

The old adage "if you don't use it, you'll lose it", applies. At the end of each calendar year, the funds will be zeroed and the fund starts building again as a fresh start.

## How do I reclaim the 50 per cent (%) subsidy?

Send the following items to Mark:

1. A copy of the original advertising invoice;
2. The actual advertisement ( in hard copy or CD ); and
3. An invoice made out to ARCTIC CAT AUSTRALIA to reclaim the 50 per cent owed to you.

For more information on the Dealer Co-operative Advertising Fund, please contact:

**Mark Berger**  
**Ph:** 03 9381 9733  
**Fax** 03 9381 9798  
**E:** [mark@psimporters.com.au](mailto:mark@psimporters.com.au)





# Dealer Operations Manual

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## Arctic Cat Media Centre Log In

You can log into Arctic Cats media centre to download TV ads, Radio ads, Images, Print ads, Logos, etc. You will need to use Internet explorer and you will need to turn on Compatibility mode to see the pictures.

<http://arcticcat.amedius.com>

User ID: dealer

password: arcticcat

## **REMINDER**

Correct images and logos must only be used. All advertising must be pre-approved by Mark Berger to attract the subsidy. Please don't ask for subsidies for ads that have not been pre-approved.





# Dealer Operations Manual

## **Section 11. Freight and Insurance**

Dated June 4, 2013 Replaces March 1, 2013

### **Freight**

- All bike and parts freight costs are charged to the dealer as set out below
- Freight charges from our warehouse in Melbourne to the dealer.
- This cost is calculated on the size & weight of bike or parts crate plus distance to dealer. ARCTIC CAT AUSTRALIA negotiates bulk freight rates and passes this directly onto the dealers. There is no mark-up.
- Please confirm the arrangements that you require by ticking the appropriate box below:

### **PARTS**

☐ Use ARCTIC CAT AUSTRALIA suggested carrier and have freight charged by ARCTIC CAT AUSTRALIA to dealer per parts invoice. Parts deliveries invoiced at time of order and dispatched same day where possible or on a weekday(s) nominated by dealer.

☐ Use ARCTIC CAT AUSTRALIA nominated carrier and have nominated carrier charge dealer direct.

☐ Advise ARCTIC CAT AUSTRALIA of your alternative carrier and have charges invoiced by that carrier direct to dealer.

Name of nominated carrier \_\_\_\_\_

Your account number with carrier \_\_\_\_\_

Melbourne contact number for pickups \_\_\_\_\_

### **UNITS**

☐ Use ARCTIC CAT AUSTRALIA suggested carrier and have freight charged by ARCTIC CAT AUSTRALIA to dealer per vehicle.

☐ Use ARCTIC CAT AUSTRALIA nominated carrier and have nominated carrier charge dealer direct.

☐ Advise ARCTIC CAT AUSTRALIA of your alternative carrier and have charges invoiced by that carrier direct to dealer.

Name of nominated carrier \_\_\_\_\_

Your account number with carrier \_\_\_\_\_

Melbourne contact number for pickups \_\_\_\_\_

Please Contact PS Importers for freight cost indication to your location. Rates are equalised.





# Dealer Operations Manual

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## INSURANCE

**Complete and fax this page to 03 9381 9798**

- ARCTIC CAT AUSTRALIA does not cover damage or loss in transit once bikes or parts leave warehouse.
- It is the Dealer's responsibility to cover goods ex our warehouse for loss, damage or non-delivery.
- ARCTIC CAT AUSTRALIA will not be responsible for any loss or damage ex our warehouse. (Ensure your own company insurance policy provides for transit cover).
- If you have arranged your own carrier, you need to get an insurance quote from that particular carrier and decide if you require such coverage with your nominated carrier or to use your own

Please fill in details below:

I have read and understand the terms and conditions as set out above:

Dealership Name \_\_\_\_\_

Dealer Principal \_\_\_\_\_ Date \_\_\_\_\_

