



DEALER INFORMATION KIT



Hammerhead Off-Road
1200 Lakeside Parkway #400
Flower Mound, TX 75028
Phone: 214-513-1700
Fax: 214-513-1711

The purpose of this document is to acknowledge that you have received and agree to be bound by the terms contained in the Hammerhead Dealer Kit and the terms below:

1. For each unit sold dealer agrees to complete the Buyers Safety Agreement checklist and obtain the customer's initials and signature in all appropriate places. In the event that the customer will not initial and sign in all appropriate places dealer agrees to provide written notice to the customer that the warranty is voided and to provide a copy of this notice to Hammerhead Off-Road Inc.
2. For each unit sold dealer agrees to follow and complete the Pre-Delivery or Setup Checklist and to initial and sign in all appropriate places.
3. For each unit sold dealer agrees to register each vehicle for warranty by completing a warranty registration card, completing a copy of the Pre-Delivery or Setup Checklist, completing the Buyer Safety Agreement checklist, and providing a copy of the sales receipt within fourteen days of purchase. These items shall be forwarded to Hammerhead Off-Road, Inc. within fourteen days of purchase pursuant to the instructions in the Hammerhead Dealer Kit.
4. Dealer is familiar with the laws of the state that dealer is located in relating to the sale of each unit. Dealer agrees to be responsible for all notice requirements relating to the sale of each unit that is required in its state, including but not limited to statutes commonly referred to as Lemon Law Notices. Dealer agrees to indemnify Hammerhead Off-Road Inc. for any losses or expenses caused by failing to comply with state law.

Please fax a signed copy back to 214-513-1711 OR mail signed copy to:

Hammerhead Off-Road
1200 Lakeside Parkway Ste. #400
Flower Mound, TX, 75028

Name of Dealership

Date

Owner, CEO, or Principle

Table of Contents

| | |
|--|-------|
| Hammerhead Complete Dealer Kit Acknowledgment | 2 |
| New Dealer Introduction | 4 |
| NetSuite Tools | 5-10 |
| Hammerhead Off-Road Website Tools | 11 |
| Limited Warranty Policy | 12-15 |
| Warranty Registration Form..... | 16 |
| Pre-Delivery Dealer Setup Checklist..... | 17 |
| Buyer Safety Agreement | 18-19 |
| Parts and Warranty Instructions | 20 |
| Parts Order Form | 21 |
| Warranty Parts Order Form | 22 |
| Warranty Labor Claim Form | 23 |
| Flat Rate Labor Hours | 24-28 |
| Advertising Guidelines..... | 29 |
| Co-Op Marketing Program | 30-31 |
| Co-Op Credit Form..... | 32 |
| Wire Transfer Information..... | 33 |
| Synchrony Financial Consumer Financing Information | 34-35 |
| FAQ's | 36-37 |

New Dealer Introduction

Dear Hammerhead Off-Road Dealer,

In an effort to protect your Hammerhead Off-Road franchise, we would like to ensure you that all Hammerhead products are ONLY sold through authorized retail storefronts. Hammerhead Off-Road does not and will not partake in drop shipments or the crated delivery of machines to end consumers. Any dealer that has sold a crated unit either in or out of his territory is grounds for immediate termination.

Internet advertising is allowed at or above MSRP only. You will not be allowed to sell Hammerhead Off-Road units over the Internet using any type of online shopping cart, your website, E-Bay or any other type of auction website. Internet commerce for the sale(s) of Hammerhead Off-Road units is not permitted and is grounds for immediate termination. ALL UNITS MUST BE SET UP BY THE DEALER AND SOLD THROUGH YOUR AUTHORIZED RETAIL STORE FRONT(S) ONLY!!!

Hammerhead Off-Road units must be properly set up for use by a qualified technician and test driven before delivery of a unit to an end consumer. Dealer is required to utilize the Pre-Delivery assembly checklist for verifying the correct assembly of each machine. If you come across any questions regarding assembly, shipping damage or the incorrect maintenance or malfunctioning of a machine, please do not hesitate to contact us so that we can assist you.

Dealers are required to register each vehicle for warranty online at <https://system.na3.netsuite.com/app/login/secure/privatelogin.nl?c=621026> (NetSuite). The dealer must keep a file of the supplementary warranty information which includes a completed and signed Buyer Safety Agreement, Pre-Delivery Checklist and a copy of the sales receipt, along with the warranty registration card for each unit sold or mail the items to us to keep on hand. Warranty must be validated by Hammerhead Off-Road before warranty parts and/or warranty payments are approved.

Thanks again for choosing Hammerhead Off-Road. We stand behind and support our dealers 100%.

Sincerely,

Garrett Laves
National Sales Manager
Hammerhead Off-Road

NetSuite Tools

NetSuite is Hammerhead Off-Road's cloud system that is used for all sales, parts, and warranty invoicing. You must log in using the link provided below with your dealer login and password which is found on the front of the dealer kit.

NetSuite allows you to:

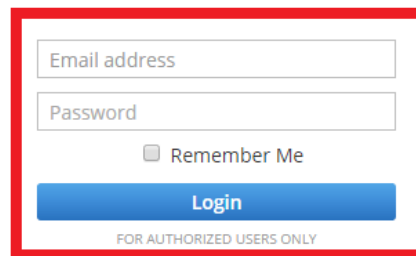
- Download and/or print dealer forms (dealer information kit, service bulletins, etc...)
- Download and/or print parts books
- See assembly instructions
- Find dealer cost on parts
- Order parts online
- Register new units that you sold
- See all Hammerhead units that have been registered for warranty by you
- Search for individual invoices and invoice history
- Find out if warranty claims have been submitted, processed and/or paid

Instructions to access NetSuite:

Go to <https://system.na3.netsuite.com/app/login/secure/privatelogin.nl?c=621026>

Your E-mail address: (found on front of dealer kit)

Your Password: 123456



Email address

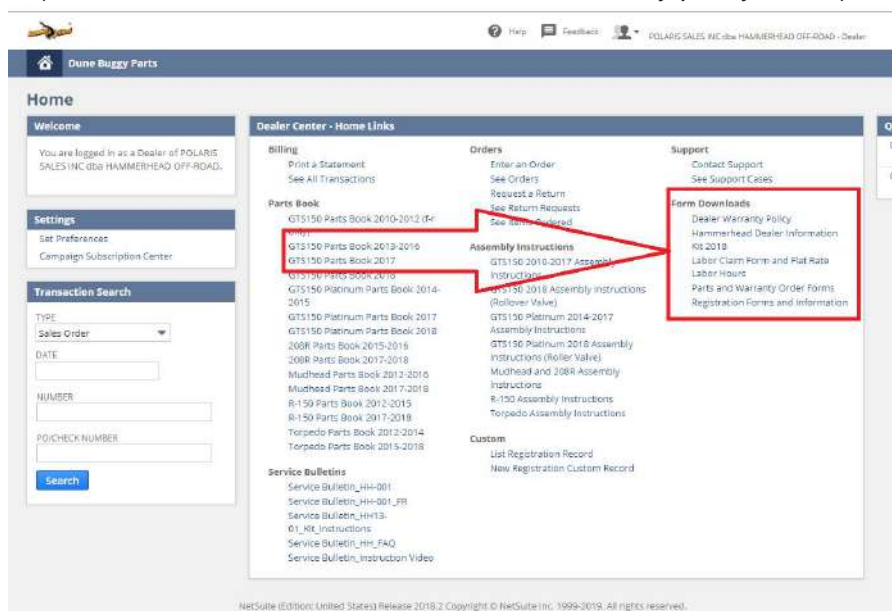
Password

☐ Remember Me

Login

FOR AUTHORIZED USERS ONLY

Form downloads: (dealer information kit, service bulletins, warranty policy, etc...)



Home

Welcome

You are logged in as a Dealer of POLARIS SALES INC DBA HAMMERHEAD OFF-ROAD.

Settings

Set Preferences

Campaign Subscription Center

Transaction Search

TYPE: Sales Order

DATE:

NUMBER:

PO/CHECK NUMBER:

Search

Dealer Center - Home Links

Billing

Print a Statement

See All Transactions

Orders

Enter an Order

See Orders

Request a Return

See Return Requests

See Items Ordered

Parts Book

GT5150 Parts Book 2010-2012 (4-ways)

GT5150 Parts Book 2013-2016

GT5150 Parts Book 2017

GT5150 Parts Book 2018

GT5150 Platinum Parts Book 2014-2015

GT5150 Platinum Parts Book 2017

GT5150 Platinum Parts Book 2018

200R Parts Book 2017-2018

Mudhead Parts Book 2012-2016

Mudhead Parts Book 2017-2018

R-150 Parts Book 2012-2015

R-150 Parts Book 2017-2018

Torpedo Parts Book 2012-2014

Torpedo Parts Book 2015-2018

Assembly Instructions

GT5150 2016-2017 Assembly Instructions

GT5150 2018 Assembly Instructions (Roller Valve)

GT5150 Platinum 2014-2017 Assembly Instructions

GT5150 Platinum 2018 Assembly Instructions (Roller Valve)

Mudhead and 200R Assembly Instructions

R-150 Assembly Instructions

Torpedo Assembly Instructions

Custom

List Registration Record

New Registration Custom Record

Support

Contact Support

See Support Cases

Form Downloads

Dealer Warranty Policy

Hammerhead Dealer Information Kit 2018

Labor Claim Form and Flat Rate Labor Hours

Parts and Warranty Order Forms

Registration Forms and Information

Service Bulletins

Service Bulletin_HH-001

Service Bulletin_HH-001_FR

Service Bulletin_HH13-01_Kit_Instructions

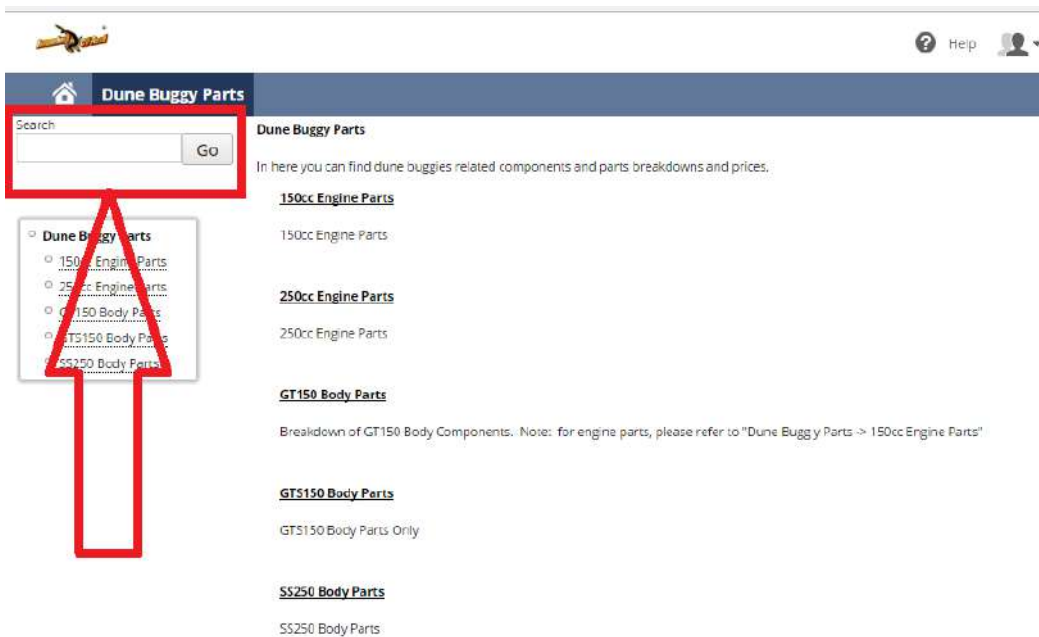
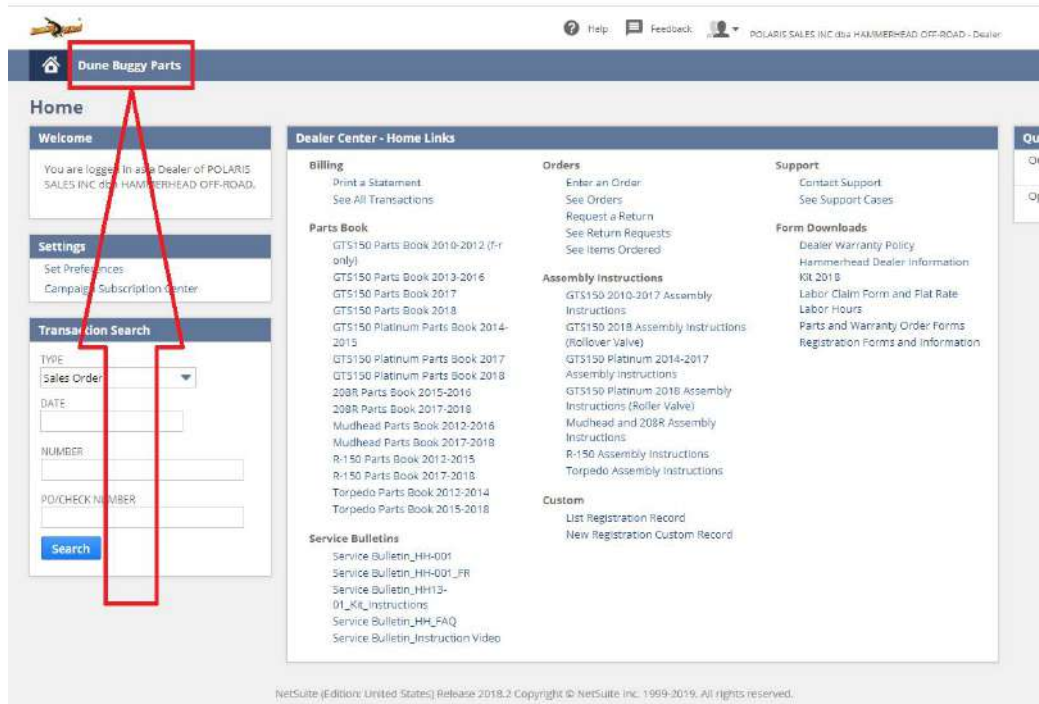
Service Bulletin_HH_FAQ

Service Bulletin_Instruction Video

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NetSuite Tools

Find dealer cost on parts: (Click on [DUNE BUGGY PARTS](#), then on the next page put your part number in the search box and hit GO. Your dealer cost will be shown.)



NetSuite Tools

Order parts online: (Click on **ENTER AN ORDER**, then on the next page put in your part number and quantity needed, shipping method, and credit card info if not already on file. If no shipping method is selected we default to UPS ground option.)

Home

Welcome
You are logged in as a Dealer of POLARIS SALES INC dba HAMMERHEAD OFF-ROAD.

Settings
Set Preferences
Campaign Subscription Center

Transaction Search
TYPE: Sales Order
DATE:
NUMBER:
PO/CHECK NUMBER:
Search

Dealer Center - Home Links

Billing
Print a Statement
See All Transactions

Parts Book
GTS150 Parts Book 2010-2012 (Fr only)
GTS150 Parts Book 2013-2016
GTS150 Parts Book 2017
GTS150 Parts Book 2018
GTS150 Platinum Parts Book 2014-2015
GTS150 Platinum Parts Book 2017
GTS150 Platinum Parts Book 2018
208R Parts Book 2015-2016
208R Parts Book 2017-2018
Mudhead Parts Book 2012-2016
Mudhead Parts Book 2017-2018
R-150 Parts Book 2012-2015
R-150 Parts Book 2017-2018
Torpedo Parts Book 2012-2014
Torpedo Parts Book 2015-2018

Service Bulletins
Service Bulletin_HH-001
Service Bulletin_HH-001_FR
Service Bulletin_HH13-01_Kit_Instructions
Service Bulletin_HH_FAQ
Service Bulletin_Instruction Video

Orders
Enter an Order
See Orders
Request a Return
See Return Requests
See Items Ordered

Assembly Instructions
GTS150 2010-2017 Assembly Instructions
GTS150 2017 Assembly Instructions (Fullover Valve)
GTS150 Platinum 2014-2017 Assembly Instructions
GTS150 Platinum 2018 Assembly Instructions (Fullover Valve)
Mudhead and 208R Assembly Instructions
R-150 Assembly Instructions
Torpedo Assembly Instructions

Custom
List Registration Record
New Registration Custom Record

Support
Contact Support
See Support Cases

Form Downloads
Dealer Warranty Policy
Hammerhead Dealer Information Kit 2018
Labor Claim Form and Flat Rate Labor Hours
Parts and Warranty Order Forms
Registration Forms and Information

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Enter an Order

Summary

| Item | Quantity | Unit Price | Total Price |
|--------|----------|------------|-------------|
| GTS150 | 1.00 | \$100.00 | \$100.00 |
| GTS150 | 1.00 | \$100.00 | \$100.00 |
| TOTAL | 2.00 | | \$200.00 |

Items

| Item | Quantity | Description | Unit Price | Total Price |
|--------|----------|-------------|------------|-------------|
| GTS150 | 1.00 | GTS150 | \$100.00 | \$100.00 |
| GTS150 | 1.00 | GTS150 | \$100.00 | \$100.00 |

Shipping Method

Shipping Method: **UPS**

Credit Card

Card Type: **CREDIT CARD**

Card Number: **1234 5678 9010 1111**

Cardholder Name: **JOHN DOE**

Card Expiration: **12/18-12/19**

Cardholder Email: **JOHN.DOE@EXAMPLE.COM**

Submit Submit & Print Copy Previous Next

NetSuite Tools

Registering new units sold: (Click on [NEW REGISTRATION RECORD](#), then on the next page put in the VIN (17 digits), dealer name, customer name, address, and phone. For the vehicle info put in the date of purchase, model, and color. **note that sometimes the customer and vehicle info will be on 2 separate tabs and located on a 2nd page.)

The screenshot shows the NetSuite Dealer Center Home page for 'Dune Buggy Parts'. The page is divided into several sections: 'Welcome', 'Settings', 'Transaction Search', 'Dealer Center - Home Links', 'Billing', 'Orders', 'Assembly Instructions', 'Support', and 'Form Downloads'. A red arrow points to the 'New Registration Custom Record' link under the 'Custom' section.

The screenshot shows the 'Registration Custom Record' form in NetSuite. A red circle highlights the 'VIN# *' field with the text 'VIN Must be 17 Digits'. Other fields are highlighted with red boxes: 'DEALER NAME *', 'CONSUMER NAME *', 'CONSUMER ADDRESS *', 'CONSUMER PHONE *', 'DATE OF PURCHASE *', 'VEHICLE MODEL *', and 'VEHICLE COLOR *'. The form also includes a 'GENERAL NOTES' section and a 'VEHICLE INFO' section with fields for 'LABOR WARRANTY EXPIRATION DATE', 'ENGINE WARRANTY EXPIRATION DATE', and 'PARTS WARRANTY EXPIRATION DATE'.

NetSuite Tools

Units already registered: (Click on [LIST REGISTRATION RECORD](#), then you will find a list of all units that have been registered under your dealer name. You will see when it was sold and expiration dates.)

The screenshot shows the NetSuite Dealer Center Home page for 'Dune Buggy Parts'. The page is divided into several sections: 'Welcome', 'Settings', 'Transaction Search', and 'Dealer Center - Home Links'. The 'Dealer Center - Home Links' section is further divided into 'Billing', 'Parts Book', 'Orders', 'Assembly Instructions', 'Support', and 'Form Downloads'. A red box highlights the 'List Registration Record' link under the 'Custom' section.

Dealer Center - Home Links

- Billing**
 - Print a Statement
 - See All Transactions
- Parts Book**
 - GTS150 Parts Book 2010-2012 (F-R only)
 - GTS150 Parts Book 2013-2016
 - GTS150 Parts Book 2017
 - GTS150 Parts Book 2018
 - GTS150 Platinum Parts Book 2014-2015
 - GTS150 Platinum Parts Book 2017
 - GTS150 Platinum Parts Book 2018
 - 208R Parts Book 2015-2016
 - 208R Parts Book 2017-2018
 - Mudhead Parts Book 2012-2016
 - Mudhead Parts Book 2017-2018
 - R-150 Parts Book 2012-2015
 - R-150 Parts Book 2017-2018
 - Torpedo Parts Book 2012-2014
 - Torpedo Parts Book 2015-2018
- Orders**
 - Enter an Order
 - See Orders
 - Request a Return
 - See Return Requests
 - See Items Ordered
- Assembly Instructions**
 - GTS150 2010-2017 Assembly Instructions
 - GTS150 2018 Assembly Instructions (Roller Valve)
 - GTS150 Platinum 2014-2017 Assembly Instructions
 - GTS150 Platinum 2018 Assembly Instructions (Roller Valve)
 - Mudhead and 208R Assembly Instructions
 - R-150 Assembly Instructions
 - Torpedo Assembly Instructions
- Support**
 - Contact Support
 - See Support Cases
- Form Downloads**
 - Dealer Warranty Policy
 - Hammerhead Dealer Information Kit 2018
 - Labor Claim Form and Flat Rate Labor Hours
 - Parts and Warranty Order Forms
 - Registration Forms and Information
- Custom**
 - List Registration Record
 - New Registration Custom Record
- Service Bulletins**
 - Service Bulletin_HH-001
 - Service Bulletin_HH-001_FR
 - Service Bulletin_HH13-01_Kit_Instructions
 - Service Bulletin_HH_FAQ
 - Service Bulletin_Instruction Video

Search for invoices: (Click on [SEE ALL TRANSACTIONS](#), then on the next page you will see all invoices under your dealer name. SO are sales orders put in for items ordered (but only show an estimated shipping cost), HH and CS are finalized invoices billed out with shipping rates, CM are credit memos paid out for warranty orders put in for labor reimbursements.)

The screenshot shows the NetSuite Dealer Center Home page for 'Dune Buggy Parts'. The page is divided into several sections: 'Welcome', 'Settings', 'Transaction Search', and 'Dealer Center - Home Links'. The 'Dealer Center - Home Links' section is further divided into 'Billing', 'Parts Book', 'Orders', 'Assembly Instructions', 'Support', and 'Form Downloads'. A red box highlights the 'See All Transactions' link under the 'Billing' section.

Dealer Center - Home Links

- Billing**
 - Print a Statement
 - See All Transactions
- Parts Book**
 - GTS150 Parts Book 2010-2012 (F-R only)
 - GTS150 Parts Book 2013-2016
 - GTS150 Parts Book 2017
 - GTS150 Parts Book 2018
 - GTS150 Platinum Parts Book 2014-2015
 - GTS150 Platinum Parts Book 2017
 - GTS150 Platinum Parts Book 2018
 - 208R Parts Book 2015-2016
 - 208R Parts Book 2017-2018
 - Mudhead Parts Book 2012-2016
 - Mudhead Parts Book 2017-2018
 - R-150 Parts Book 2012-2015
 - R-150 Parts Book 2017-2018
 - Torpedo Parts Book 2012-2014
 - Torpedo Parts Book 2015-2018
- Orders**
 - Enter an Order
 - See Orders
 - Request a Return
 - See Return Requests
 - See Items Ordered
- Assembly Instructions**
 - GTS150 2010-2017 Assembly Instructions
 - GTS150 2018 Assembly Instructions (Roller Valve)
 - GTS150 Platinum 2014-2017 Assembly Instructions
 - GTS150 Platinum 2018 Assembly Instructions (Roller Valve)
 - Mudhead and 208R Assembly Instructions
 - R-150 Assembly Instructions
 - Torpedo Assembly Instructions
- Support**
 - Contact Support
 - See Support Cases
- Form Downloads**
 - Dealer Warranty Policy
 - Hammerhead Dealer Information Kit 2018
 - Labor Claim Form and Flat Rate Labor Hours
 - Parts and Warranty Order Forms
 - Registration Forms and Information
- Custom**
 - List Registration Record
 - New Registration Custom Record
- Service Bulletins**
 - Service Bulletin_HH-001
 - Service Bulletin_HH-001_FR
 - Service Bulletin_HH13-01_Kit_Instructions
 - Service Bulletin_HH_FAQ
 - Service Bulletin_Instruction Video

NetSuite Tools

Search for warranty parts and/or labor claims that have been submitted, processed and/or paid: (Click on [SEE SUPPORT CASES](#), then on the next page you will see a list of all warranty orders put in for parts and/or labor reimbursement. If you do not see an order please check the filter options above the section and make sure "ALL" is selected. ***note this will only show warranty, if you need to see any other type of order you will need click on "see all transactions" back on the home page)

The screenshot displays the NetSuite Dealer Center interface for a user logged in as a Dealer of POLARIS SALES INC dba HAMMERHEAD OFF-ROAD. The page is titled 'Home' and features a 'Dealer Center - Home Links' section with several categories:

- Billing:** Print a Statement, See All Transactions
- Parts Book:** GTS150 Parts Book 2010-2012 (Fr only), GTS150 Parts Book 2013-2016, GTS150 Parts Book 2017, GTS150 Parts Book 2018, GTS150 Platinum Parts Book 2014-2015, GTS150 Platinum Parts Book 2017, GTS150 Platinum Parts Book 2018, 208R Parts Book 2015-2016, 208R Parts Book 2017-2018, Mudhead Parts Book 2012-2016, Mudhead Parts Book 2017-2018, R-150 Parts Book 2012-2015, R-150 Parts Book 2017-2018, Torpedo Parts Book 2012-2014, Torpedo Parts Book 2015-2018
- Service Bulletins:** Service Bulletin_HH-001, Service Bulletin_HH-001_FR, Service Bulletin_HH13-01_Kit_Instructions, Service Bulletin_HH_FAQ, Service Bulletin_Instruction Video
- Orders:** Enter an Order, See Orders, Request a Return, See Return Requests, See Items Ordered
- Assembly Instructions:** GTS150 2010-2017 Assembly Instructions, GTS150 2018 Assembly Instructions (Roller Valve), GTS150 Platinum 2014-2017 Assembly Instructions, GTS150 Platinum 2018 Assembly Instructions (Roller Valve), Mudhead and 208R Assembly Instructions, R-150 Assembly Instructions, Torpedo Assembly Instructions
- Custom:** List Registration Record, New Registration Custom Record
- Support:** Contact Support, **See Support Cases** (highlighted with a red box), Form Downloads (Dealer Warranty Policy, Hammerhead Dealer Information Kit 2018, Labor Claim Form and Flat Rate Labor Hours, Parts and Warranty Order Forms, Registration Forms and Information)

A large red arrow points from the 'See Support Cases' link down towards the bottom of the page. The footer indicates 'NetSuite (Edition: United States) Release 2018.2 Copyright © NetSuite Inc. 1999-2019. All rights reserved.'

If you have any questions about using NetSuite please feel free to call us at (214) 513-1700 for immediate assistance.

Hammerhead Off-Road Website Tools

www.hammerheadoffroad.com

You can conveniently access the Hammerhead Off-Road website to obtain the most updated information about our business at www.hammerheadoffroad.com. The dealer exclusive portion requires a login that is found on the opening page of dealer kit or by contacting us at (214) 513-1700.

Things you can access on our website without logging in:

- Look up illustrated parts manuals for each Hammerhead model
- Download and/or print model specific parts manuals and owner's manuals
- List of all current Hammerhead models available as well as MSRP
- Specifications for each model such as weight, dimensions, features, etc.....

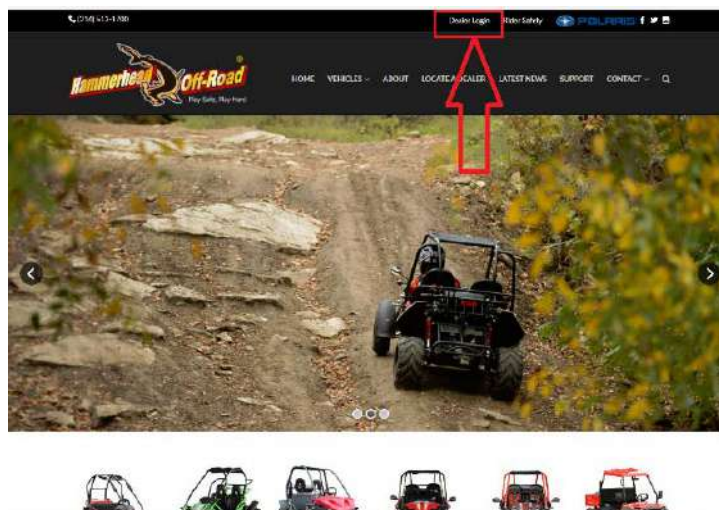
Things you can do under the dealer exclusive section of our website:

- Find complete dealer information kit as well as common forms
- Hammerhead Assembly Instructions
- Service Bulletins
- Co-op advertising materials and high resolution pictures

Instructions to access the dealer's exclusive section of the website:

Go to www.hammerheadoffroad.com

Click on Dealer Login



Type in your assigned "Dealer ID" and "Password" found on front of dealer kit

Your Dealer ID:

Your Password:

If you have any questions about using the dealer section of the website please feel free to call us at (214) 513-1700 for immediate assistance.



HAMMERHEAD OFF-ROAD LIMITED WARRANTY POLICY

Hammerhead Off-Road will NOT provide any warranty coverage after 24 months from the date of delivery to the dealer. Hammerhead Off-Road will not cover any shipping damages after 90 days from the date of delivery to the dealer.

HAMMERHEAD Off-Road, 1200 Lakeside Parkway Ste. 400 Flower Mound, TX 75028 (HAMMERHEAD) provides a ONE HUNDRED and EIGHTY DAY PARTS ONLY LIMITED WARRANTY against defects in material or workmanship for all vehicle frames and engines. This PARTS ONLY LIMITED WARRANTY covers parts charges for repair or replacement of defective parts but does not cover any related labor charges or expense.

HAMMERHEAD provides a NINETY DAY PARTS AND LABOR LIMITED WARRANTY against defects in material or workmanship for all other components, except those consumable, general wear, and exposed to friction components referenced in the following paragraph. This NINETY DAY LIMITED WARRANTY covers parts and labor charges for-repair or replacement of defective parts.

HAMMERHEAD provides a THIRTY DAY LIMITED WARRANTY against defects in material or workmanship on all consumable components, general wear items, or any parts exposed to friction surfaces, stresses, environmental conditions and/or contamination for which they were not designed or not intended; including but not limited to the following items:

- Wheels and tires
- Suspension components
- Brake components
- Seat components
- Clutches and components
- Steering components
- Batteries
- Light bulbs/Sealed beam lamps
- Filters
- Lubricants
- Bushings
- Cables
- Finished and unfinished surfaces
- Carburetor/Throttle body components
- Engine components
- Drive belts
- Hydraulic components and fluids
- Circuit breakers/Fuses
- Electronic components
- Spark plugs
- Sealants
- Coolants
- Bearings
- Vehicle tops

This THIRTY DAY LIMITED WARRANTY covers parts and labor charges for-repair or replacement of defective parts.

The duration of these warranties may vary by international region based upon local laws and regulations. These warranties begin on the date of purchase by the original retail purchaser.

IMPORTANT!

ALL UNITS MUST BE REGISTERED WITHIN 14 DAYS OF PURCHASE.

To register your product a copy of the Warranty Registration Card, Buyer Safety Agreement, and sales receipt must be forwarded to HAMMERHEAD Off-Road. Your dealer, with your assistance, will complete and forward these items to HAMMERHEAD Off-Road. A copy of the Warranty Registration Card and Buyer Safety Agreement is attached. It is your responsibility to confirm with your dealer within 14 days of purchase that your product has been registered. If you are unable to confirm with your dealer within 14 days of purchase that your product has been registered please contact HAMMERHEAD Off-Road within 14 days of purchase.

WARRANTY COVERAGE AND EXCLUSIONS: LIMITATIONS OF WARRANTIES AND REMEDIES

This HAMMERHEAD limited warranty excludes any failures that are not caused by a defect in material or workmanship. **THIS WARRANTY DOES NOT COVER CLAIMS OF DEFECTIVE DESIGN.** This warranty also does not cover acts of God, accidental damage, normal wear and tear, abuse or improper handling. This warranty also does not cover any vehicle, component, or part that has been altered structurally, modified, neglected, improperly maintained or used for racing, competition or purposes other than for which it was designed.

This warranty excludes damages or failures resulting from: improper lubrication; improper engine timing; improper fuel; surface imperfections caused by external stress, heat, cold or contamination; operator error or abuse; improper component alignment, tension, adjustment or altitude compensation; snow, water, dirt or other foreign substance ingestion/contamination; improper maintenance; modified components; use of aftermarket or unapproved components, accessories, or attachments; unauthorized repairs; or repairs made after the warranty period expires or by an unauthorized repair center.

This warranty excludes damages or failures caused by abuse, accident, fire, or any other cause other than a defect in materials or workmanship and provides no coverage beyond the 180, 90, or 30 day period set forth above

LUBRICANTS AND FLUIDS

1. Mixing oil brands or using non-recommended oil may cause engine damage.
2. Damage or failure resulting from the use of non-recommended lubricants or fluids is not covered by this warranty.

This warranty provides no coverage for personal loss or expense, including mileage, transportation costs, hotels, meals, shipping or handling fees, product pick-up or delivery, replacement rentals, loss of product use, loss of profits, or loss of vacation or personal time.

THE EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY SHALL BE, AT HAMMERHEAD'S OPTION, REPAIR OR REPLACEMENT OF ANY DEFECTIVE MATERIALS, COMPONENTS, OR PRODUCTS. THE REMEDIES SET FORTH IN THIS WARRANTY

ARE THE ONLY REMEDIES AVAILABLE TO ANY PERSON FOR BREACH OF THIS WARRANTY. HAMMERHEAD SHALL HAVE NO LIABILITY TO ANY PERSON FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES OF ANY DESCRIPTION, WHETHER ARISING OUT OF EXPRESS OR IMPLIED WARRANTY OR ANY OTHER CONTRACT, NEGLIGENCE, OR OTHER TORT OR OTHERWISE. THIS EXCLUSION OF CONSEQUENTIAL, INCIDENTAL, AND SPECIAL DAMAGES IS INDEPENDENT FROM AND SHALL SURVIVE ANY FINDING THAT THE EXCLUSIVE REMEDY FAILED OF ITS ESSENTIAL PURPOSE.

THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE IS EXCLUDED FROM THIS LIMITED WARRANTY. ALL OTHER IMPLIED WARRANTIES (INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY) ARE LIMITED IN DURATION TO THE ABOVE WARRANTY PERIODS. HAMMERHEAD DISCLAIMS ALL EXPRESS WARRANTIES NOT STATED IN THIS WARRANTY. SOME STATES DO NOT PERMIT THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ALLOW LIMITATIONS ON THE DURATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU IF INCONSISTENT WITH CONTROLLING STATE LAW.

HOW TO OBTAIN WARRANTY SERVICE

If your vehicle requires warranty service, you must take it to a HAMMERHEAD Servicing Dealer. When requesting warranty service you must present your copy of the Warranty Registration Form to the dealer. (THE COST OF TRANSPORTATION TO AND FROM THE DEALER IS YOUR RESPONSIBILITY.) HAMMERHEAD suggests that you use your original selling dealer; however, you may use any HAMMERHEAD Servicing Dealer to perform warranty service.

In the country where your product was purchased:

Warranty or Service Bulletin repairs must be done by an authorized HAMMERHEAD dealer. If you move or are traveling within the country where your product was purchased, Warranty and Service Bulletin repairs may be requested from any authorized HAMMERHEAD dealer that sells the same line as your product.

Outside the country where your product was purchased:

If you are traveling temporarily outside the country where your product was purchased, you should take your product to an authorized HAMMERHEAD dealer. You must show the dealer photo identification from the country of the selling dealer's authorized location as proof of residence. Upon residence verification, the servicing dealer will be authorized to perform the warranty repair.

If you move:

If you move to another country, be sure to contact HAMMERHEAD Customer Assistance and the customs department of the destination country before you move. Product importation rules vary considerably from country to country. You may be required to present documentation of your move to HAMMERHEAD in order to continue your warranty coverage. You may also be required to obtain documentation from HAMMERHEAD in order to register your product in your new country. You should warranty register your product at a local HAMMERHEAD dealer in your new country immediately after you move to continue your warranty coverage and to ensure that you receive information and notices regarding your vehicle.

If you purchase from a private party:

If you purchase a HAMMERHEAD product from a private party, to be kept and used outside of the country in which the product was originally purchased, all warranty coverage will be denied. You must nonetheless register your product under your name and address with a local HAMMERHEAD dealer in your country to ensure that you receive safety information and notices regarding your product.

EXPORTED PRODUCTS

EXCEPT WHERE SPECIFICALLY REQUIRED BY LAW, THERE IS NO WARRANTY OR SERVICE BULLETIN COVERAGE ON THIS PRODUCT IF IT IS SOLD OUTSIDE THE COUNTRY OF THE SELLING DEALER'S AUTHORIZED LOCATION. This policy does not apply to products that have received authorization for export from HAMMERHEAD. Dealers may not give authorization for export. You should consult an authorized dealer to determine this product's warranty or service coverage if you have any questions. This policy does not apply to products registered to government officials or military personnel on assignment outside the country of the selling dealer's authorized location. This policy does not apply to Safety Bulletins.

NOTICE

If your product is registered outside of the country where it was purchased and you have not followed the procedure set above, your product will no longer be eligible for warranty or service bulletin coverage of any kind, other than *safety* bulletins. Products registered to government officials or military personnel on assignment outside of the country where the product was purchased will continue to be covered by the Limited Warranty.

Please work with your dealer to resolve any warranty issues. Should your dealer require any additional assistance, they will contact the appropriate person at HAMMERHEAD.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or in different countries. If any of the above terms are void because of federal, state, local law, all other warranty terms will remain in effect.

For questions call HAMMERHEAD Customer Assistance:

United States & Canada: 214-513-1700

Hammerhead Off-Road Warranty Registration Form

Registration Terms & Conditions:

In order to activate the warranty the dealer **MUST** register the unit online in NetSuite. Please retain a copy of the following items in your personal file or mail them to us.

- Completed warranty registration card
- Pre-Delivery Dealer Setup Checklist
- Buyer-Safety Agreement
- Sales Invoice
- MSO

Mail to:

Hammerhead Off-Road
Attn: Warranty Registration
1200 Lakeside Parkway Ste. #400
Flower Mound, TX 75028

| Hammerhead Off-Road Warranty Registration Card | | |
|--|-------------------|-------|
| (Must be sent in with a copy of sales receipt and Buyer's Safety Agreement) | | |
| VIN # | Model/Color: | |
| Dealer Name: | | |
| Dealer Address: | | |
| City: | State: | Zip: |
| Customer Name: | | |
| Customer Address: | | |
| Customer City: | State: | Zip: |
| Customer Phone: | Date of Purchase: | |
| Email: | | |
| I certify that all information provided is true and correct to the best of my knowledge. I understand the exceptions and limitations of the warranty coverage. | | |
| Customer Signature: | | Date: |



Hammerhead Off-Road
1200 Lakeside Parkway #400
Flower Mound, TX, 75028
www.hammerheadoffroad.com
T: (214) 513-1700
F: (214) 513-1738

Pre-Delivery Dealer Setup Checklist

1. _____ Follow all steps outlined in corresponding vehicle assembly instructions
2. _____ Verify All Cotter Pins are Installed where Applicable
3. _____ Verify Fuel Tank contains gasoline
4. _____ Verify Oil is at correct level
5. _____ Verify Battery is Charged and Battery Connections are correct and secure (If Equipped)
6. _____ Verify Gear Selection by transitioning to available gears (If Equipped)
7. _____ Verify Brake Functionality
8. _____ Verify Parking Brake Functionality (If Equipped)
9. _____ Verify Choke Functionality
10. _____ Start Vehicle
11. _____ Verify Engine Stop Switch Functionality
12. _____ Pre-Operation Instructions/Inspections have been followed and the Owner's Manual has been provided to the consumer

By initializing each item on the above checklist, I have indicated that I have followed/completed the above instructions and acknowledge my responsibilities regarding the contents.

Dealer Signature

Customer Signature

Dealer Name

Customer Name

VIN Number

Model Number (MSO)

Date

Hammerhead Off-Road Buyer Safety Agreement (1/2)

- _____ Always read the owner's manual carefully before riding and follow the operating procedures described in the owner's manual.
- _____ Pay close attention to all warnings contained in the manual and on all labels.
- _____ These vehicles are designed with certain age restrictions in mind. Operators must meet the following vehicle specific age requirements: Torpedo, ages 6 and older; Mudhead, ages 10 and older; 150cc class vehicles, ages 16 and older.
- _____ On youth models, both the parent and the child must fully understand everything in the owner's manual before riding.
- _____ Always wear a helmet, face shield, boots, gloves, and protective clothing while riding.
- _____ It is illegal to ride this vehicle on public roads or highways.
- _____ On youth models, do not allow your child to ride without supervision.
- _____ Do not ride under the influence of drugs or alcohol. They can affect your judgment and slow your reaction time.
- _____ Always maintain a safe distance between your vehicle and vehicles around you.
- _____ Never ride this vehicle unless it has been properly adjusted and maintained.
- _____ Never run the engine in closed areas. The exhaust gas contains poisonous carbon monoxide.
- _____ Do not touch any part of the engine, muffler, or the exhaust system during or immediately after operation of the vehicle.
- _____ Always check for obstacles before operating in a new area.
- _____ It is highly recommended that this vehicle should not be driven at night or during dark periods.
- _____ Never attempt to operate over large obstacles, such as large rocks, or fallen trees. Always follow proper procedures when operating over obstacles as described in this manual.
- _____ Never do wheelies, jumps or any stunts.
- _____ Never operate the vehicle in fast flowing water. Remember that wet brakes may reduce your stopping ability. Test your brakes after leaving the water. If necessary, apply those several times to let friction dry out the linings.
- _____ Always use the size and type of tires specified in this manual. Always maintain proper tire pressure as described in this manual and on warning labels.

Hammerhead Off-Road Buyer Safety Agreement (2/2)

- _____ All modifications to this vehicle should be made by a qualified mechanic. Any modifications or performance parts that are not sold by or approved by Hammerhead Off-Road will void the warranty.
- _____ When transporting the machine in another vehicle, be sure that it is kept upright and that the fuel cock is in the "off" position. Otherwise, fuel may leak out of the carburetor or the fuel tank.
- _____ Always follow the break-in-period as described in the owner's manual. Not following the break-in period will void the engine warranty.
- _____ Always clean the air filter as described in the owner's manual. Improper maintenance of the air-filter will void the engine warranty.

Failure to follow all warnings and irresponsible operation can cause serious harm, injury or death. By initialing each item on the above checklist, I have indicated my complete understanding of these points, and I acknowledge my responsibilities regarding the contents. I also agree to explain the points on this checklist to anyone besides myself who will be operating the vehicle now and/or in the future.

Dealer's Signature

Buyer's Signature

Print Store Name

Print Buyer's Name

Date

Date

VIN Number

Model

Parts and Warranty Instructions

Parts Order:

- All parts are prepaid by the dealer using a credit card. We do not accept Discover credit cards. You can order parts online by logging in on NetSuite with your e-mail and password found on the opening page of dealer kit. Follow the instructions outlined under the NetSuite Tools section.

OR

- Completely fill out the Hammerhead Off-Road "Parts Order Form."
- List all part numbers, part names, quantity needed, and dealer cost.
- Fax order to (214) 513-1738.
- A freight charge will be added to your invoice based upon which shipping method is requested by the dealer (ground, 2nd day or overnight). Parts will be shipped ground if no option is chosen.

Returned Parts:

- Contact our Parts department at (214) 513-1700 to receive a Return Authorization (RA) number.
- Write RA number on box and put a copy inside the box as well.
- For any returned part(s) shipped out in error as a result of the dealer there will be a 20% restocking fee. Returned parts must be shipped back to us by the dealer at the dealer's expense.
- For any part(s) shipped out in error as a result of Hammerhead we pay the freight to ship the part(s) back to us and there will be no restocking fee.
- When item(s) is received back a credit will be applied to your account or check issued.
- Returns must be in new, unused condition and requested within 14 days.

Warranty Parts Order Instructions:

- Completely fill out the Hammerhead Off-Road "Warranty Parts Order Form."
- Make sure VIN is complete (17 digits) and legible.
- Please give a brief description of the issue going on.
- List all part numbers, part names, and quantity needed.
- Fax order to (214) 513-1738.
- All warranty parts are shipped ground unless otherwise requested by the dealer. If a dealer requests 2nd day or overnight on a warranty parts order the dealer is responsible for all shipping fees.

Warranty Labor Claim Instructions:

- Completely fill out the Hammerhead Off-Road "Warranty Labor Claim Form." Make sure VIN is complete (17 digits) and legible.
 - Please give a brief description of the job performed.
 - List all job codes, hours allotted, and descriptions. Job codes can be found following the "Warranty Labor Claim" form in this dealer kit and descriptions.
 - If you need a reimbursement on parts please attach a copy of the invoice for the parts.
 - Fax claim to (214) 513-1738.
 - Labors are typically paid out within 60 days once they are put into the system
 - Labors will be paid in check form and assigned a Credit Memo (CM) number that is attached to the warranty ticket.
-



Hammerhead Off-Road
 1200 Lakeside Parkway #400
 Flower Mound, TX, 75028
 www.hammerheadoffroad.com
 T: (214) 513-1700
 F: (214) 513-1738

Parts Order Form

Ship to:

| | |
|-----------------|--------------------|
| Dealer: | PO#: |
| Address: | Date: |
| City/State/Zip: | VIN:(if available) |
| Phone: | Model: |
| Fax: | Color: |

| Part Number | Description | Quantity | Unit Price | Amount |
|-------------|-------------|----------|------------|--------|
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Shipping UPS: ☐ Ground ☐ 2nd Day ☐ Next Day

Complaints or damaged goods must be reported within 3 days of delivery date. All returned items will be charged a 20% restocking fee.

| | |
|-----------------|--|
| Total | |
| Shipping Charge | |
| Grand Total | |

PAYMENT INFORMATION:

☐ Visa / Master Card / American Express

Credit Card #: _____ Expiration Date: _____

Name on Card: _____ Security Code: _____

I authorized my credit card to be charged for the above amount. I am aware that I will receive an invoice that will act as my record of this transaction.

Print Name: _____ Authorized Signature: _____



Hammerhead Off-Road
1200 Lakeside Parkway #400
Flower Mound, TX, 75028
www.hammerheadoffroad.com
T: (214) 513-1700
F: (214) 513-1738

Warranty Parts Order

Warranty parts EXCLUDE normal wearable items or parts broken from misuse of the units. Please read and understand the Hammerhead Limited Warranty Policy before submitting this form. If you have any questions, please call our Service Department for assistance.

| | |
|------------------|------|
| Dealer Name: | |
| Ship to Address: | |
| City/State/Zip: | |
| Phone: | Fax: |

Unit Information:

| | |
|--------------------|---------------|
| Model / Color: | Unit Mileage: |
| Registration Date: | Today's Date: |
| VIN # (17 Digits): | |

| Problem Description |
|---------------------|
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| Part Number | Description | Quantity |
|-------------|-------------|----------|
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Shipping Method - Hammerhead Off-Road ships all parts UPS ground

Technician Name: _____ Signature: _____

Please Fax Order to (214) 513-1738



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1200 Lakeside Parkway #400
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Warranty Labor Claim Form

To ensure warranty labor reimbursements are paid timely and correctly, all fields must be accurately completed. Please read and understand the Hammerhead Off-Road limited warranty policy before submitting this claim. All labor hours are paid according to our flat hour sheet. If you do not have a copy of the flat hour sheet please check online or contact our service department. Hammerhead will only pay up to \$55/hour for labor claims.

| | |
|-----------------|------|
| Dealer Name: | |
| Address: | |
| City/State/Zip: | |
| Phone: | Fax: |

Unit Information:

| | |
|--------------------|---------------|
| Model / Color: | Unit Mileage: |
| Registration Date: | Repair Date: |
| VIN # (17 Digits): | |

Reasons for Repair

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|--|
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| Job Code | Hours | Description of Work Performed | Rate/ Hr. | Ext. Total |
|-------------|-------|-------------------------------|--------------|------------|
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| | | | | |
| TOTAL LABOR | | | | |

Warranty Parts Reimbursement:

If you wish to be reimbursed for parts on this repair, please attach a copy of the parts invoice and indicate which parts were replaced in the repair. Hammerhead only reimburses dealer cost for parts.

I certify the above listed parts have been repaired or replaced to my satisfaction.

Technician Signature: _____

| | |
|-------------------------------|-------------------------|
| Hammerhead Off-Road use only: | Signature: |
| Approved Amount \$: _____ | Rejection Reason: _____ |

Hammerhead Off-Road Flat Rate Labor Hours

Engine

| Job Code | Engine | Hours |
|----------|---|-------|
| 1000 | Troubleshoot engine mechanical | 0.5 |
| 1010 | Replace flywheel only | 0.5 |
| 1020 | Replace water pump assy. | 0.8 |
| 1030 | Adjust valves | 0.5 |
| 1040 | Rebuild upper engine complete (head, cylinder, piston, rings) | 2.5 |
| 1050 | Remove and replace engine from frame (150cc engine) | 2 |
| 1060 | Replace Top End (cylinder, pistons, rings) | 1.5 |
| 1070 | Replace cylinder head only | 0.75 |
| 1080 | Remove and rebuild cylinder head | 1 |
| 1090 | Replace spark plug | 0.2 |
| 1100 | Remove and replace starter clutch | 1 |
| 1110 | Replace radiator | 0.8 |
| 1120 | Replace oil pump assy. | 0.8 |
| 1130 | Replace fan including shroud | 0.5 |
| 1140 | Replace exhaust pipe complete | 0.5 |
| 1150 | Replace exhaust pipe gasket | 0.3 |
| 1160 | Replace exhaust pipe bracket | 0.2 |
| 1170 | Replace oil lines (each) | 0.5 |
| 1180 | Replace water temp. Sensor (each) | 0.5 |
| 1190 | Remove and replace engine from frame (gts250) | 3.5 |
| 1200 | Replace oil cooler assy. | 0.75 |
| 1210 | Remove and replace engine from frame (Mudhead, Torpedo) | 1.5 |
| 1220 | Replace intake pipe | 0.25 |
| 1230 | Replace cam | 0.5 |

Hammerhead Off-Road Flat Rate Labor Hours

Carburetor / Fuel

| Job Code | Carburetor / Fuel | Hours |
|----------|--|-------|
| 2000 | Troubleshoot carburetor/fuel | 0.5 |
| 2010 | Replace fuel line/vacuum line | 0.2 |
| 2020 | Adjust for high altitude only | 0.2 |
| 2030 | Replace auto choke only | 0.3 |
| 2040 | Remove and replace carburetor | 0.7 |
| 2050 | Remove, clean complete, and reinstall carburetor | 1.25 |
| 2060 | Remove and replace throttle cable or choke cable | 0.5 |
| 2070 | Replace fuel tank | 0.5 |
| 2080 | Replace filter only | 0.1 |
| 2090 | Remove and replace fuel petcock assy. | 0.2 |
| 2100 | Adjust throttle cable or choke cable | 0.2 |
| 2110 | Replace vacuum piston complete | 0.5 |
| 2120 | Replace jets | 0.5 |
| 2130 | Recall fuel tank replacement | 0.75 |

Transmission / Reverse Assy.

| Job Code | Transmission / Reverse Assy. | Hours |
|----------|--|-------|
| 3000 | Troubleshoot transmission/reverse | 0.5 |
| 3010 | Rebuild transmission/gearbox complete (for 250 only) | 2.5 |
| 3020 | Replace crankcase cover gasket | 0.5 |
| 3030 | Remove and repair external reverse assy. | 1 |
| 3040 | Replace external reverse assy. | 0.6 |
| 3050 | Remove and replace reverse cable | 0.5 |
| 3060 | Replace C.V.T. Pulley/clutch (each) | 0.5 |
| 3070 | Replace drive belt only | 0.5 |
| 3080 | Replace gasket for C.V.T. Cover only | 0.3 |
| 3090 | Adjust reverse cable only | 0.2 |
| 3100 | Replace transmission housing gasket | 1 |
| 3110 | Repair internal reverse transmission | 2 |
| 3120 | Replace output shaft and gear | 1 |

Hammerhead Off-Road Flat Rate Labor Hours

Electrical

| Job Code | Electrical | Hours |
|----------|---|-------|
| 4000 | Troubleshoot electrical | 0.5 |
| 4010 | Replace generator/stator | 0.7 |
| 4020 | Replace rectifier/regulator | 0.2 |
| 4030 | Replace C.D.I. | 0.2 |
| 4040 | Replace coil/resistor pack | 0.2 |
| 4050 | Replace wire harness (front) | 1 |
| 4060 | Replace wire harness (rear) | 0.5 |
| 4070 | Replace turn signal switch | 0.25 |
| 4080 | Replace starter motor | 0.45 |
| 4090 | Remove and replace battery | 0.3 |
| 4100 | Replace headlight switch | 0.25 |
| 4110 | Replace electric cooling fan (each) | 0.3 |
| 4120 | Replace key switch | 0.25 |
| 4130 | Replace headlight assy. (each) | 0.25 |
| 4140 | Replace headlight bulb | 0.15 |
| 4150 | Replace taillight assy. (each) | 0.25 |
| 4160 | Replace taillight bulb | 0.15 |
| 4170 | Replace blinker assy. (each) | 0.25 |
| 4180 | Replace blinker bulb | 0.15 |
| 4190 | Replace any electrical item not listed | 0.25 |
| 4200 | Replace speaker (each) | 0.3 |
| 4210 | Replace speedometer | 0.25 |
| 4220 | Replace starter relay | 0.25 |
| 4230 | Replace speaker wire from dash to speaker | 0.5 |
| 4240 | Replace speedometer magnet or sensor | 0.25 |
| 4250 | Replace electric motor | 2.5 |
| 4260 | Replace controller complete | 1.5 |
| 4270 | Replace DC converter | 0.5 |
| 4280 | Replace digital dash | 0.5 |
| 4290 | Replace accelerator box | 0.6 |
| 4300 | Replace fuse in controller box | 0.3 |

Hammerhead Off-Road Flat Rate Labor Hours

Frame / Body

| Job Code | Frame / Body | Hours |
|----------|---|-------|
| 5000 | Replace gas pedal | 0.25 |
| 5010 | Replace brake pedal | 0.25 |
| 5020 | Replace roll cage long bar (each) | 0.35 |
| 5030 | Replace roll cage cross bar top | 0.25 |
| 5040 | Replace roll cage cross bar top rear | 0.2 |
| 5050 | Replace roll cage side arm bar (each) | 0.2 |
| 5060 | Replace rear cargo rack | 0.35 |
| 5070 | Replace seat assy. (each) | 0.4 |
| 5080 | Replace seat belt assy. | 0.35 |
| 5090 | Remove and replace shifter/parking brake assy. (each) | 0.5 |
| 5100 | Replace front fender (each) | 0.25 |
| 5110 | Replace rear fender (each) | 0.25 |
| 5120 | Replace decals (each) | 0.1 |
| 5130 | Replace dash (go kart) | 0.5 |
| 5140 | Replace dump bed | 1 |
| 5150 | Replace dump bed sides (each) | 0.4 |
| 5160 | Replace front hood (utv) | 1.5 |
| 5170 | Replace fender flares | 0.5 |
| 5180 | Replace hood (go kart) | 0.5 |
| 5190 | Replace dash panel (utv) | 1 |
| 5200 | Replace mirror (each) | 0.2 |
| 5210 | Replace tailgate | 0.5 |

Steering

| Job Code | Steering | Hours |
|----------|-----------------------------|-------|
| 6000 | Replace steering gear assy. | 0.5 |
| 6010 | Replace steering knuckle | 0.2 |
| 6020 | Replace tie rod (each) | 0.3 |
| 6030 | Replace steering wheel | 0.15 |
| 6040 | Replace steering shaft | 0.2 |
| 6050 | Replace rod end (each) | 0.2 |

Hammerhead Off-Road Flat Rate Labor Hours

Suspension

| Job Code | Suspension | Hours |
|----------|--|-------|
| 7000 | Replace front shock (each) | 0.25 |
| 7010 | Replace upper a-arm (each) | 0.5 |
| 7020 | Replace lower a-arm (each) | 0.5 |
| 7030 | Replace strut (each) | 0.65 |
| 7040 | Replace front hub (each) | 0.4 |
| 7050 | Replace front wheel bearings (each) | 0.4 |
| 7060 | Replace rear swing arm upper | 0.75 |
| 7070 | Replace rear swing arm lower | 1.5 |
| 7080 | Replace rear shock (each) | 0.25 |
| 7090 | Replace rear swing arm bushings/collar | 0.75 |
| 7100 | Replace rear axle | 1 |
| 7110 | Replace rear bearings/seals | 1 |
| 7120 | Replace cv axle (each) | 0.75 |
| 7130 | Replace wheel (each) | 0.2 |
| 7140 | Change tire on wheel (each) | 0.35 |
| 7150 | Replace rear axle sprocket only | 0.5 |
| 7160 | Replace drive sprocket on reverse unit | 0.5 |
| 7170 | Replace chain, guard, tensioner | 0.25 |
| 7180 | Replace rear swing arm (250 only) (each) | 1 |
| 7190 | Replace rear axle hub (each) | 0.3 |
| 7200 | Replace rear differential | 1.5 |

Brake System

| Job Code | Brake System | Hours |
|----------|--|-------|
| 8000 | Replace brake pads only (per caliper) | 0.35 |
| 8010 | Replace front brake disc only (per side) | 0.35 |
| 8020 | Replace rear brake disc only | 0.35 |
| 8030 | Replace brake line only (each) | 0.3 |
| 8040 | Bleed brake line only (each) | 0.25 |
| 8050 | Remove and replace master cylinder only | 0.5 |
| 8060 | Replace brake caliper only (each) | 0.35 |

Misc. Items

| Job Code | Misc. Items | Hours |
|----------|-----------------------------|-------|
| 0001 | Parts reimbursement | 1 |
| 0002 | Touch up paint work | 1 |
| 0003 | Outside labor reimbursement | 1 |

Hammerhead Off-Road Advertising Guidelines

Below are a few guidelines to follow when promoting our products in an advertisement, whether online or in a newspaper ad, radio ad, television ad, etc....

- 1) Please do not use the Polaris logo.
- 2) Please do not say "Polaris" gokarts, "Polaris" Hammerhead vehicles or any other description of our vehicles encompassing the word "Polaris".
- 3) You can say "Hammerhead is owned by Polaris Industries Inc".
- 4) Please use Hammerhead or Hammerhead Off-Road when advertising our products

Hammerhead Off-Road has established a Minimum Advertised Price (MAP) Policy in the United States and Canada that applies to any advertising of any new and current Hammerhead Off-Road vehicle. Hammerhead Off-Road does NOT have a MAP policy on PG&A (parts, garments and/or accessories).

THIS POLICY IS NOT INTENDED TO CONTROL, INFLUENCE, DETERMINE, RESTRICT OR LIMIT IN ANY WAY THE PRICE AT WHICH ANY HAMMERHEAD OFF-ROAD DEALER MAY SELL WHOLEGOODS. THIS POLICY IS STRICTLY LIMITED TO RESTRICTIONS ON ADVERTISING. EACH DEALER REMAINS ENTIRELY FREE TO DETERMINE ITS OWN RESALE PRICE FOR ALL WHOLEGOODS.

For the purpose of this Policy, "advertising" is intended to be defined as broadly as possible and includes, but is not limited to, any and all advertisements, announcements, communications, information or publications generated, developed, produced or distributed by or on behalf of a dealer in any format or media, including by way of example only: print (including without limitation, newspapers, newspaper inserts, catalogs, fliers, letters, circulars, magazines and other periodicals); television; cable; radio; faxes; billboards; e-mail; text messaging; signs; electronic media; internet websites (including without limitation, any website owned or operated by or on behalf of a dealer, third party websites, websites of any affiliates of a dealer, banner advertisements and pages that follow banner advertising upon a "click-through").

Violations of MAP Policy:

- 1) Any advertising that offers or implies a price lower than the applicable MAP or that has the effect of reducing the advertised price below the applicable MAP
- 2) Any statements or phrases that are misleading or arbitrary
- 3) Any advertisement of a new and unused current vehicle at a price less than the applicable MAP
- 4) Any advertisement that include discounts, rebates, coupons, or offers with similar price reductions that serve to reduce the advertised price below the applicable MAP, whether this reduction is stated in terms of a specific dollar amount or more generally as a reduction

Hammerhead Off-Road Co-op Marketing Program (1/2)

Hammerhead Off-Road will credit up to 50% of the net cost of qualifying retail advertising and promotions. Your advertisement allotment will be calculated at 2% of your gross unit purchases per calendar year (January 1st - December 31st) up to a \$2,000 limit per year. Unused co-op cannot be carried over to the next year.

Co-op contribution amounts will be calculated on a calendar year basis (January 1st – December 31st). Only advertisements that are run during the current calendar year will qualify for a co-op request. You are free to submit your advertisement for payment at any time during the year, but payment will ONLY be issued during the 1st quarter of the following year. Payment is applied during the first quarter of the following year to calculate 2% of total gross purchases from the previous year, up to a \$2,000 limit.

In this dealer kit, you will find guidelines to assist you with the co-op program and what does and does not qualify for credit. Please supply us with a copy of the advertisement attached to the invoice. Co-op payment will not be issued without proper supporting documentation.

Media Qualification for Co-op Program

The following qualify for the Hammerhead Off-Road Co-op Program:

- Daily/Weekly Paid Circulation Newspapers
- Regional/Local Magazines
- Pre-Printed Inserts
- Direct Mail
- Radio
- Television
- Outdoor
- Yellow Pages Ads

If you have any questions on any other source of media qualification, please contact Hammerhead Off-Road at 214-513-1700 for discussion and approval. We will be more than happy to work with you and your suggestions are always welcome.

Hammerhead Off-Road Co-op Marketing Program (2/2)

All promotions and advertisements must feature a picture of a Hammerhead Off-Road unit along with a Hammerhead Off-Road Logo. You may download any of our logos from our website at www.hammerheadoffroad.com or contact Hammerhead Off-Road for an e-mail copy of the logo. All Hammerhead Off-Road products are eligible for the co-op advertising program. If other products are featured in the same ad, you will be reimbursed up to 50% for the portion of the ad that features Hammerhead Off-Road.

Example: Full Page Ad cost \$400.00

½ ad features Hammerhead Off-Road unit along with logo = \$200.00

½ ad features other brand = \$200.00

Hammerhead Off-Road will pay 50% of \$200.00 = \$100 Co-op.

Broadcast Guidelines and Requirement

Radio / Television:

30 second spot must feature Hammerhead Off-Road name twice (2x)

60 second spot must feature Hammerhead Off-Road name three times (3x)

For radio or television advertisements please submit your audio and video of the advertisement along with the invoice from the broadcasting company.

ALL AUDIO AND VIDEO WILL BECOME PROPERTY OF HAMMERHEAD OFF-ROAD AND WILL NOT BE RETURNED.

Website Guidelines and Requirements

Dealers may go to the Hammerhead Off-Road website (www.hammerheadoffroad.com) and copy images and paste them to your website or advertisements. The website must feature the Hammerhead Off-Road name, logo, and image(s) on the home (front) page.

Hammerhead Off-Road Co-op Credit Form

***Complete this form and submit it to Hammerhead Off-Road
with invoice and supporting documentation.***

Dealer Name

Street Address

City

State

Zip

Phone

Email

Submitted By

Date

Please check below. Co-op does not include designs, agency, production, and/or web hosting charges.

- Newspaper (attach full page and invoice)
- Magazine (attach full page and invoice)
- Inserts (attach sample and invoice)
- Direct mail (attach sample and invoice)
- Radio (attach audio, script, and invoice)
- Television (attach DVD/VHS, script and invoice)
- Commercial Web Sites (attach sample and invoice)
- Outdoor (attach photo and invoice)
- Yellow Pages Ad (attach full page and invoice)

In order to receive credit you must attach the required back up supports, per the list above. If you have any other advertisements not listed above, please call (214) 513-1700 for approval.



HAMMERHEAD OFF-ROAD
1200 Lakeside Parkway Ste #400
Flower Mound, Texas 75028
www.hammerheadoffroad.com
214-513-1700
Fax 214-513-1711

HAMMERHEAD WIRE TRANSFER

ACCOUNT NAME: POLARIS INDUSTRIES INC.

BANK NAME: U.S. BANK NATIONAL ASSOCIATION
Global Trade Services
U.S. Bancorp Center
800 Nicollet Mall
BG-MN-H20G
MINNEAPOLIS, MINNESOTA 55402

ROUTING NUMBER: 091000022

ACCOUNT NUMBER: 104791357965

S.W.I.F.T. ADDRESS: USBKUS44IMT

QUICK START GUIDE FOR INSTALLMENT PROGRAMS ONLY

SALES INFORMATION FOR INSTALLMENT APPLICANTS:

OFFER OPTIONS

- **Give your customers the purchasing power** to help them buy what they really want, and you will build loyalty and trust.
- **Offer credit fairly and consistently** to all customers.
- **Remind every customer**, throughout the sales conversation, that financing is available.
 - "With our financing program, you can make your purchase fit into your monthly budget."
 - "Did you know we offer financing options?"
- **Applicants/Joint Applicants must apply in writing** and cannot apply by phone.

DO THE RIGHT THING BY YOUR CUSTOMERS

- **Explain promotional terms** completely and accurately, including the fact that monthly payments are required and let the customer choose which financing promotion best meets their needs.
 - Whatever financing promotions you make available to customers should be offered consistently to every customer.
 - Refer to the installment Advertising Guidelines found in Business Center for detailed guidance on how to advertise with credit, including required disclosures. No fees related to the application process or Synchrony Bank financing are allowed, and the pricing of credit approved for customers cannot be changed from what Synchrony Bank approved and communicated to the customer.
 - Never discourage customers from applying for credit.
 - Don't assume that a customer won't qualify for financing.
 - Don't solicit applications in a language that differs from the application/terms. It is recommended that any marketing also be supported in a language that does not differ from the application/terms.
 - Don't assume that a customer won't be interested in financing—some consumers like using financing to free up their cash flow and take advantage of financing options. It is the customer's choice to have a joint applicant, but it is not required that a joint applicant be a spouse. Alimony, child support or separate maintenance payments do not need to be disclosed unless the customer wants this income to be considered.
 - Offering a credit application to every customer without bias enables you to comply with Fair Lending regulations and builds better customer relationships and business.
- **Let the customer complete their own financing application**—either on a paper application or interview style through Business Center. Provide assistance if the customer asks for it.
 - Provide a consistent level of service to all customers applying for or using credit. Remember that it is illegal to discriminate against applicants based on race, color, religion, national origin, gender, marital or familial status, age, disability, receipt of income (in whole or in part) from public assistance programs, or an applicant's good faith exercise of a right under the Consumer Credit Protection Act. In addition, credit related activities must be conducted in a way that is not considered unfair, deceptive, or abusive from the customer's perspective. Unfair activities are those that may cause unavoidable "substantial injury" (typically financial harm) to customers. Deceptive activities could include statements or omissions that mislead customers or influence their decision to buy or use a product or service. Abusive practices interfere with the customer's ability to understand the terms and conditions of a product or service; or which take advantage of the customer's lack of understanding or inability to protect their interests. Discrimination can occur unintentionally by selectively encouraging or discouraging customers to apply for credit, prolonging or offering differing levels of service in completing credit applications, or by offering credit promotions to limited groups of individuals.

SALES INFORMATION SPECIFIC TO INSTALLMENT TRANSACTIONS:



Check IDs of all credit applicants.



Always quote the customer their interest rate, term and payment information prior to signing the installment contract.



Always make sure the customer gets a copy of their installment contract and disclosures.

To learn more about how other businesses are using consumer financing to help their customers get what they want and need, visit Synchrony Financial's Learning Center (synchronybusiness.com/learningcenter/) where you'll find webinars, videos, self-paced courses and other useful tips and resources.

Business Center

synchronybusiness.com

Simple Steps for processing
consumer financing
applications and contracts

SUBMIT AN APPLICATION

- Enter application on Business Center found at synchronybusiness.com.
- All application decisions will be returned on Business Center and also via fax.

COMPLETING THE CONTRACT AND LOAN PACKAGE

- **When an application is approved**, promotional offers, down payment, etc., will be included on Business Center and the approval fax.
- **Complete the contract on Business Center.** The contract will pre-fill with the customer's information. Ensure the customer has the opportunity to review the contract prior to signing.
- **Itemize all accessories and add-ons.**
- **First payment options:** For standard offers, the due date must be between 30 and 45 days from the date of the contract. Only the 1st through the 25th of the month are allowed as due dates.
- **To request help** completing the contract, call Dealer Support.
- **Collect the requested documents** and any other requirements listed on the approval fax.
- **Fax the loan package** to the funding department. Retain the signed original for the term of the loan.

BUSINESS CENTER

synchronybusiness.com

Polaris

Dealer Support:

1-866-560-4451

OPTIONS

- #1 Credit Application
- #2 Funding/Loan Processing
- #3 Business Center Help Desk
- #4 Customer Service or Payoffs
- #5 Titling
- #6 Order Supplies

Application Fax

1-866-405-9648

Funding Fax

1-866-768-3882

Funding Address

Synchrony Financial
c/o GER102-Funding
900 Concourse Dr.
Rapid City, SD 57703

Hours of Operation (all Central Time)

Underwriting/Business Center Help Desk

Mon. - Fri. 8:00 a.m. - 7:00 p.m.
Sat. 8:00 a.m. - 8:00 p.m.

Loan Processing

Mon. - Fri. 8:00 a.m. - 7:00 p.m.

Online Processing (24/7)

Business Center at
synchronybusiness.com

*Remember to inform customers that
their applications will be submitted to:*

Synchrony Bank
170 Election Road
Suite 125
Draper, Utah 84020

FRIENDLY HELP FOR YOU AND YOUR CUSTOMERS

If you have questions about your Synchrony Financial consumer financing program, need assistance processing an application or transaction or need to order supplies, please log on to Business Center or call the Dealer Support number on this guide.



Hammerhead Off-Road, Inc
1200 Lakeside Parkway #400
Flower Mound, TX 75028
www.hammerheadoffroad.com

Hammerhead Off-Road Go-Kart FAQ'S

1. WHERE CAN I FIND THE VEHICLE IDENTIFICATION NUMBER ON THE UNIT?

The VIN is usually located behind the driver's side seat on the crossbar. Otherwise, the VIN may be where the rear swing arm bolts to the frame behind the driver's side seat.

2. WHAT TYPE OF MOTOR OIL IS RECOMMENDED FOR USE IN THE OFF-ROAD GO-KARTS?

The go-kart comes standard with low-grade factory oil. This factory oil should be drained after a break-in period of 5-10 hrs and replaced with higher grade oil. 10W-40 or 10W-30 are good all around oil weights, but the type of oil can vary depending on overall riding conditions. Synthetic oils are always recommended.

3. WHAT TYPE OF FUEL IS RECOMMENDED FOR THE OFF-ROAD GO-KARTS?

Premium fuel is recommended, but regular unleaded is all that is needed. These are not high compression engines and do not require premium fuel.

4. WHAT AIR PRESSURE IS RECOMMENDED FOR THE OFF-ROAD GO-KARTS?

We recommend 7psi for the front tires and 10psi for the rear tires as these pressure settings are good for normal use on off-road terrain. This air pressure is recommended for all of our go karts.

5. WHAT TYPE OF GEARBOX OIL IS RECOMMENDED?

We recommend high-grade 80/90 or 75/140 gear oil.

6. WHAT ARE THE FIRST THINGS TO CHECK IF THE UNIT WILL NOT START?

Make sure the unit has fuel in it. If the unit has an on/off valve make sure the valve is turned on. Then check for spark by grounding out the plug wire and turning the engine over. Last, check the engine for compression by first pulling out the spark plug and then using a compression gauge to see how much compression the engine has. If the unit is still having trouble starting please contact the parts department for further assistance at (214)513-1700.

7. WHAT NEEDS TO BE DONE IF THE GO-KART IS NOT TO BE USED FOR A WHILE?

If the unit is to be unused for at least 30 days the battery will need to be maintained by charging it every 30 days in order to keep the battery up and reverse any sulfating caused by normal discharging. You can also use a battery maintainer that will automatically charge and cycle the battery. Also, use a fuel stabilizer in the fuel. Make sure the unit is running long enough to get the mixture into the carburetor.

8. ARE THE GO-KARTS STREET LEGAL?

No. These karts are made for off-road use only. They are not approved to be used on any public road and/or highway.



Hammerhead Off-Road, Inc
1200 Lakeside Parkway #400
Flower Mound, TX 75028
www.hammerheadoffroad.com

Hammerhead Off-Road General FAQ'S

1. HOW DO I GET THE DEALER COST ON UNIT PARTS WITHOUT HAVING TO CALL IN?

Go to www.netsuite.com and login using your e-mail and password. You can get all the necessary information once you have access into NetSuite.

2. WHAT IS THE MANUFACTURER'S SUGGESTED RETAIL PRICE (MSRP) ON PARTS?

We do not have a MSRP set for parts. However, we recommend that dealers try to keep the mark up in the 40%-50% range.

3. IF THE UNIT REQUIRES WARRANTY WORK BUT HAS NOT BEEN SOLD YET, WILL I GET REIMBURSED LABOR TIME FOR WORKING ON IT?

Yes, as long as unit is still in dealer stock and NOT being used as a demo and/or parts are NOT normal wear and tear items. Please refer to warranty guidelines for more details.

4. IF THE UNIT WAS PREVIOUSLY SOLD AT ANOTHER DEALER WILL I GET REIMBURSED LABOR TIME FOR WORKING ON IT?

Yes, but you will need to contact our parts department to verify that all the registration paperwork has been filed correctly. If the unit has NOT been registered you must provide a bill of sale from the end consumer.

5. CAN I CALL IN MY PARTS ORDER?

Yes, except for warranty orders. For warranty orders we require a hard copy (warranty parts order form).

6. CAN I ORDER PARTS ONLINE?

Yes, but only through www.netsuite.com. However, you cannot submit warranty parts orders online.

7. CAN MY PARTS ORDER BE DROP-SHIPPED TO THE END CUSTOMER?

No. We ONLY ship orders direct to the dealer.

8. DO I NEED A RETURN AUTHORIZATION NUMBER FOR PARTS THAT NEED TO BE RETURNED?

Yes. For any part(s) shipped out in error we will issue you a Return Authorization (RA) number. Please contact us for any returns.

9. WHAT IS THE SUGGESTED LABOR RATE?

Hammerhead Off-Road pays the dealer \$55 / hour unless otherwise required by state laws and agreed by Hammerhead.