



IMPORTANT DEALER INFORMATION

This section is intended to provide you and your dealership and sales personnel with information to ensure that your customer has a great experience with their Avalon / Tahoe boat configuration. It is the dealer's responsibility to ensure that the configuration and rigging guidelines provided in this section are adhered to for each boat sold. It is up to you to make sure that both the boat and customer are ready for many years of future enjoyment. Customer satisfaction starts with a good configuration where expectations and limitations are fully disclosed and understood. How will the customer use the boat? Will they be happy with the boat you sell them? If the answer is "no" – we encourage you to simply walk away from the deal. Avalon & Tahoe customers need to be Happy Customers!! This includes a full understanding of the warranty limitations, performance expectations, the dos and don'ts of on water handling, safety precautions, etc. It is the goal of Avalon & Tahoe to provide a great experience for all our customers, and it is the responsibility of you, the dealer, to make sure that happens as intended.

TUBE DIAMETERS

- For boats with standard 23" pontoons – an upgrade to 25" pontoons is recommended when the boat is equipped with a 90HP motor and above. The 23" pontoons will work fine; however, the visual appearance of a very low-sitting rear may cause negative feedback from your customer.
- Two-tube 27" PONTOON CONFIGURATIONS ARE NOT RECOMMENDED OR AVAILABLE (other than being standard on CAT/CAS Funship) as this configuration is prone to CAVITATE on other models.

TRIPLE PONTOON CONFIGURATIONS

- The Sport Performance package with integrated motor pod is recommended for customers desiring an economically equipped boat under 250 HP with very good weight and wave handling, very good performance & excellent water flow to the engine. The Sport Performance pontoon has a 38-gallon transom fuel tank and does not, and cannot, have a larger fuel tank built into the center pontoon. The Sport Performance package comes with 4 lifting fins & a ski tow bar. THE MAXIMUM HP RATING IS 250 HP.
- TRIPLE PONTOON TRAINING & CERTIFICATION - You must make every effort to assess the customer's capability to operate a high-performance pontoon. You must set proper expectations at the time of the sale. Be both conservative and accurate when making any estimated speed predictions. Under no circumstances should you make any promises about the maximum speed capability of any boat. Be sure the customer understands what to expect from the configuration, its capabilities, and its limits. Test drives are mandatory for all sales. During the test drive, do not leave the boat with the customer until you are certain they have the information and capability of operating the boat safely.
- The Waveglider high performance pontoon package option is recommended for customers desiring maximum weight & wave handling, maximum speed and performance, maximum HP



& maximum performance features. A MINIMUM 115HP is suggested. Use of a smaller HP motor will diminish the effect of this high-performance pontoon package. Waveglider packages are available FACTORY INSTALLED ONLY.

- Triple pontoon configurations DO NOT INCLUDE FLOOR STORAGE AS STANDARD.

TWIN ENGINE CONFIGURATIONS

THESE ARE AVAILABLE ONLY AS FACTORY-INSTALLED COMPLETE PACKAGES INCLUDING FULL TWIN DIGITAL PRE-RIGS AND INSTALLED MOTORS. TWIN ENGINE PONTOONS ARE NOT AVAILABLE FOR AFTERMARKET SALE OR INSTALLATION.

- Dealers need to provide an on-water boat demo to explain operation, but more importantly, to review safety issues inherent with any high-performance boat. Dealer should certify that the new owner and all drivers are capable of safely handling the boat. No sharp turns over 20 MPH are allowed. It is the dealer's responsibility to water test each boat and make final prop, liquid tie bar steering and/or turning adjustments. **Ensure that the twin motor limited warranty is fully understood by the customer.** Note: It may be necessary to readjust liquid tie bars from time to time, but at least each boating season or every 12 months, whichever occurs first. All costs associated with final performance testing, liquid tie bar adjustments and driver certification are the responsibility of the dealer and/or customer.
- Twin pontoon configurations come with a limited pontoon & deck and flooring warranty. The standard warranty is reduced to a 3/5 year warranty (3 years parts and labor with an extended 2-year parts-only warranty) vs. the standard 10 year understructure warranty. This is necessary as we cannot control the operating conditions and/or operator judgement or the operator when handling boats with 500 – 1,000 HP. It is the dealer's responsibility to inform and discuss all such warranty limitations. Avalon & Tahoe will not be held liable if the dealer does not fully explain the limited warranty at the time of sale.

STEERING

- Although every effort is made to ensure proper installation, due to the complex nature of steering installation, specifically of hydraulic systems, human error could occur resulting in backward operation of the system (left is right, right is left). It is also possible the hydraulic fluid may not be full – **it is the dealer's responsibility to test all such systems (and fluid levels) prior to end customer delivery.**
- It is recommended to have mechanical tilt steering on any two-tube pontoon boat rigged with 50HP to 90 HP.
- When ordering a two-tube pontoon boat with a motor over 90 HP and over, it is highly recommended to add the BayStar hydraulic steering. Note: BayStar is only rated up to 115hp.
- When ordering a pontoon boat that will be rigged with a 150 HP motor and over, it is required to add the SeaStar hydraulic steering.
- Any boat equipped with 200 HP motor and above it is highly recommended to add electric power assist steering.



MOTOR RIGGING

- The rigging, proper set up, and motor choice for the boat is the dealer's responsibility. This includes installation or assembly of uninstalled parts.
- **20" Transoms and 25" Shaft Motors** are strongly recommended on two-tube boats with 22' or longer tubes due to the possibility of motor exhaust port blockage (as a result of heavy rear weight).
- Due to constant changes in motor heights, **you may need to install a tilt limit switch** to prevent the motor from contacting the rear structure of the boat. Tilt limit switches are available through the motor manufacturer. Avalon & Tahoe does not stock these items and takes no responsibility for failure to install unexpected but necessary motor related rigging components. Make sure your technicians fully check the clearance of the motor in the full up position to ensure that there is no chance of clearance issues which could result in cowling damage.
- You may encounter motor brand specific rigging issues. Many of these issues are beyond our control. The following are known recent requirements for specific motor brands; HOWEVER, YOU MUST ANNUALLY CONTACT THE MOTOR MANUFACTURER FOR UPDATES TO REQUIRED EQUIPMENT FOR SPECIFIC MODELS:
 - Mercury - The 150 Mercury four stroke engines require a trim sensor convertor to go from digital gauges to analog. This is the dealer's responsibility.
 - Mercury – new mechanical motors 175HP – 300HP will require the purchase of a clean power harness, battery cables and an analog gauge harness direct from Mercury.
- Straight Seastar fittings are used with all motors installed by Avalon & Tahoe. Dealer may choose to change to 90 degree but it will not be covered under warranty.
- **Please be advised that all Mercury and Mercury Racing engines have a temporary inline fuel filter installed which should be removed after the initial test run. This filter is in place to collect debris from the manufacturing process and is identified in rigging/service manuals to be removed.**

BOAT & MOTOR RIG CHANGES IN THE FIELD

- Please be advised that if you change from the original motor, you must make any required part changes. This is not a covered expense.
- It is the dealer's responsibility to change out the trim gauge (if necessary) if you rig a boat with a different engine brand. Avalon & Tahoe will not process warranty claims for changing out trim gauges when the original motor brand has been changed.
- **AFTERMARKET EQUIPMENT (E.G. UNDER DECK INSTALLATIONS, HEAVY BOW MOUNTED ITEMS, ETC.) may affect boat performance and safety. Avalon & Tahoe will not be responsible for performance related issues caused by these installations. The dealer must test any boat with aftermarket add-ons to be sure it has not affected the safety of the rig.**



PROPELLERS

- Motors ordered from Avalon & Tahoe do not come with propellers. We have a limited offering of propellers for each HP at additional cost.
- When a propeller is ordered from us for a specific horsepower, the propeller sent should work under average load conditions. However, you must test each package on the water to be sure the motor is turning the proper RPM. If adjustments must be made, you must be prepared to provide the replacement propeller. Avalon & Tahoe does not provide prop exchanges. We suggest you keep a few extra props of varying pitch in order to make such adjustments quickly.
- 115 HP motors supplied on twin pontoon models **MUST** be equipped with the recommended propeller for PONTOON BOATS. Failure to properly prop a 115HP motor **WILL** result in cavitation issues. All brands of 115 HP motors can perform poorly on pontoon boats if not properly configured. You need to know your customer's intended use and our product to make the right prop selection and that is your responsibility.
- **Some Mercury props may require hub kits to be purchased separately. It is the dealer's responsibility to do so if needed.**

FINAL DELIVERY

- **Do not allow customers to tow their boats with the mooring cover or seat covers on.** The mooring and seat covers are for storage only and cannot withstand road transport. Do not allow a customer to leave your lot towing a boat with the mooring cover on.
- **Do not allow customers to tow their boats with the bimini top deployed.** If your customer has a motor that is 150 HP or greater, you must inform them that it is not recommended to run over 45 MPH with the bimini top deployed for 2024 and later boats or 25 MP for 2023 or older boats. Any damage sustained due to deployment of the bimini top over the recommended speed is not covered by the warranty. Customers should pay attention to the top frame while underway to ensure that no excess bending is occurring at higher speeds. If so, the top should be put into the down position and the boot installed to protect from any potential damage or potential injury to occupants.
- **FUNSHIP MODELS** – you must be sure that any Funship delivered on a trailer does not exceed the current 13' 6" height limit for U.S. roads. 10" tires may be necessary to achieve this. Triple axel trailers are always recommended for heavy boats. Ensure that the sun pads are removed from the upper deck prior to transport so they do not blow out of the boat.
- Take the customer on a test ride to get them familiar with the boat, safety precautions, etc.
- Review proper cleaning procedures and discuss the types of cleaners they should and should not use.
- **Review the warranty in detail and complete the Warranty Registration AND New Owner Advisory Checklist with each customer.**



IMPORTANT WARRANTY INFORMATION

CANVAS

- Camper Enclosures are factory installed only and require square tube bimini frames.
- Although we purchase the best embroidery thread available, certain colors are prone to fading if furniture is left uncovered for prolonged periods of sun exposure. The main reason for fading is the fact that the EPA has required that lead be removed from all types of threads including those used in marine. It is not uncommon to experience significant fading after one, two or three seasons of use. Color fade of embroidery thread is normal and, in most cases, will not be covered by our standard 10-year warranty. Due to color fade issues, we only use two neutral colors of embroidery thread as standard. If consumers demand a color matched thread that was previously offered, we may accommodate for an additional charge. We highly recommend that you discuss this fact with consumers at the time of purchase, especially if you are in climates that experience near continuous sun exposure.
- REPLACEMENT COVERS DO NOT HAVE THE SNAPS INSTALLED. Alignment and installation of the female snaps is the responsibility of the dealer and/or purchaser.
- We make every attempt to maintain mooring cover and seat cover cut files for as long as possible. In some cases, we are unable to produce covers that are more than 5 years old. If we are unable to reproduce the cover in question, the dealer and/or consumer will have to get a custom cover made by a local canvas shop. If a local canvas shop is not available, we may choose to attempt the replacement, however we request that we receive the original cover back from the customer to use as a pattern for the replacement.

CLEANING

- Full cleaning advice is now available on our website under Accessory Owner's Manuals. Ensure that the consumer becomes familiar with the recommended cleaning procedures and cleaning agents.
- Always remove stains immediately. If upholstery is kept clean it will look as good as new years into the future.
- Failure to care for the vinyl properly, or use of improper cleaners may void the warranty and damage the vinyl.
- Magic erasers are not recommended for use in cleaning.
- Tree pollen and pink spots - The yellow pollen and pink spots are very difficult to remove. All measures must be taken to be sure boats are not exposed to pollen or mildew-causing debris. Although not recommended, you may have to resort to more intense cleaners to remove yellow spots. Be sure you remove the entire residue with plenty of water and dry the boat when done. Although rare, random pink spotting can occur. The cause of this spotting has never been pinpointed; however, it is believed to be caused by certain airborne mildew that reacts when the moisture and temperature are just right. If you see pink spots developing,



immediately clean the boat and make sure it dries completely. Leave it exposed to bright sunshine for a couple of days. In many cases this has allowed the pink spots to fade. Afterward, keep the boat covered when not in use. The good news is that this is not a defect in the material and will generally only occur for a short period of time and then disappear. There is language in our current warranty that excludes coverage for pink spots.

- Exterior cleaning warning - Certain household cleaners, powdered abrasives, steel wool, and industrial cleaners can cause damage and discoloration and are not recommended. Dry cleaning fluids and lacquer solvents should not be used as they will remove the protective top coating and deterioration soon follows.
- Excessive Water Flow - Use of a pressure washer is not recommended on certain items of the boat as it can cause damage or water intrusion and will void the warranty on some items. Items include furniture, dash panels, graphics, flooring, and fiberglass. Excessive water flow over the dash panel can cause water intrusion into the helm stand resulting in electrical shortages and / or damage to electronic components. Use of a pressure washer is best limited to the aluminum tubes.

FLOORING

- Inform your customers that fuel will stain some flooring. In the event of a fuel spill, immediately rinse with clean water. Staining due to fuel spills is not a manufacturing defect and is not covered by our warranty.
- The rapid rise of alternative floorings has led to a few issues with "witness lines" where the seams of the plywood come together. We make every attempt to ensure a seamless transition between the marine grade plywood being used in the floor construction, however, the seam lines on some flooring materials seem to come and go depending on temperature, light angles, etc. This is a common occurrence and is not considered to be a manufacturing defect.
- Warranty claims related to flooring issues with our vendors may require detailed information including pictures and flooring samples of the defect.

FOGGING GAUGES AND RADIO DISPLAYS

- During spring and fall you may field concerns about water droplets on the inside of the gauge glass. We have done exhaustive investigation into the cause and the possibility of a "fog free gauge". The cause is humidity that develops in the gauge due to the dramatic variations in temperature in the spring and fall. You will note that your customer may complain that they see "fog" covering their gauges when they get in their boat, typically early in the day as the temperature begins to rise. This moisture enters the gauge through openings in the rear. Based on our research, there is no "fog free" or sealed gauge that is offered in our industry. There are oil filled gauges, but the cost is prohibitive. The customer will quiz you as to why the gauge in their car does not fog. The obvious answer is that the rear of the gauge is not exposed to moisture in the air. Our gauges are "fog resistant" and are used extensively in our



industry. "Fog Resistant" simply means that the inside glass is coated so that the humidity that forms on the glass will stream down to the bottom, so the gauge is viewable. This does not harm the gauge. It is important that you advise the customer of the likelihood of fogging if you deliver the boat while the temperatures are still varying dramatically during the day. This sort of complaint typically ceases when the temperatures get steady and warm. The best defense against fogging gauges is to ensure that the boat is covered which will keep moisture out of the boat.

MOTORS

- Avalon & Tahoe is a distributor for the motor you purchase from us. We provide no warranty service on the motors. Please contact the motor company for motor warranties.
- Engines are either drop-shipped or shipped with your boat depending on availability. Avalon will stock a limited inventory of all brands; however, we cannot guarantee engine availability. We strongly recommend that you order engines early so you have ample stock for the selling season.
- Avalon & Tahoe will work closely with our engine partners to ensure on-time delivery of engines; however, we cannot be held responsible for shortages and delays from our engine suppliers. Avalon and Tahoe will not be responsible for changing out pre-rigs for other engine suppliers due to engine shortages or delays.
- Engine availability may affect boats ordered with the Hang & Install motor option. Production and shipment of the boat will not be delayed or held due to engines not arriving in time to install. If the engine is out of stock at the time of Hang & Install, the option and charge will be removed from the sales order/invoice and the boat will be shipped with no engine. A&T will schedule the engine once it arrives to be shipped on the next truckload of boats, if the dealer requests the engine to ship sooner via common carrier, the dealer will be responsible for those shipping charges.

PAPERWORK REPLACEMENT

- Replacement MSO's will be provided at a charge of \$25 per request (motors & boat).
- **Complete boat packet replacements will be provided at a charge of \$100.** If replacements are needed you can access most information electronically on the Dealer Portal.

SALTWATER

- Avalon & Tahoe pontoons are built as saltwater capable as any other aluminum pontoon boat. We offer a saltwater package that **IMPROVES** saltwater resistance but **does NOT make the boat saltwater proof.** YOU MUST MAKE THIS CLEAR TO CUSTOMERS WHO PLAN ON USING THEIR BOAT IN SALTWATER. The owner's manual has an extensive section on saltwater maintenance and preparation. It is in everyone's best interest to make sure the customer reads this information, understands how to clean and maintain their boat, and most importantly



what the expectations cannot include. SALTWATER WILL CAUSE PREMATURE DETERIORATION OF MANY PARTS OF AN ALUMINUM PONTOON BOAT. Proper cleaning and maintenance is absolutely essential to delay the undesirable effects of saltwater.

SHIPMENT/DELIVERY

- Some components on boats may have to be uninstalled for shipping. This includes but is not limited to motors, ski tow bars, and bimini tops. The installation of these items by your dealership is an unavoidable requirement and any associated costs are at the dealerships expense.
- All pontoon tubes must be cleaned and wiped down within 48 hours of delivery to remove any solvents that may have been deposited on the boat during shipment. Aside from any solvents that may be from other vehicles, road treatment solvents commonly utilized in the summer and to remove ice in the winter, can cause pitting, corrosion and discoloration.

SHIPPING DAMAGE

- If you have damage as a result of motors or parts being shipped via common carrier, you will need to refuse the delivery upon arrival. By accepting damaged goods upon arrival, the dealer assumes all responsibility to pay for the motor(s) and will need to file a claim with the carrier for reimbursement. Please be sure to always inspect engines and parts very carefully for any damage at the time of delivery and note any damage on the bill of lading. If concealed damage is found after removing from the crate you are required to keep the crate or box intact to receive reimbursement. Pictures of all 4 sides of the container are required for filing claims with the motor company.
- When you receive a boat or load of boats you are required to conduct a visual inspection with the driver to ensure that there is no visible outside boat damage. If the shrink wrap is intact with no evidence of damage, there is little chance to have outside wall, tube or motor damage when fully unwrapped. We encourage you to unwrap and inspect the boats as soon after delivery as possible. We will grant a 30 day window from the date of delivery to fully inspect the boat if the shrink wrap was fully intact at time of delivery. **No claims will be accepted after 30 days from the date of delivery.** If the shrink wrap is not fully intact or any evidence of damage to a boat is apparent at time of delivery, we ask that you take the time to do whatever needs to be done to identify all damage that has occurred and document it with pictures and on the bill of lading before the driver departs. If significant damage has occurred, call us to discuss whether or not the boat should be returned to us for repairs.



SKI TOW BARS

- SKI TOW BARS MUST NOT BE OVERLOADED. Please advise your customer about safe and reasonable use of the ski tow bar. It is designed to tow one person skiing. The tow tube industry has developed tubes for multiple persons. We do not endorse the use of these devices as the weight they can carry varies dramatically which could lead to a potential ski tow bar failure due to excessive load. Any such occurrence will not be covered under warranty. Make sure your customer understands that another boat or anything that weighs more than one person should never be towed using the *ski* tow bar.
- Ski Tow bars installed by the dealer MUST be installed through crossbeams. Contact Avalon & Tahoe if you have any questions regarding ski tow bar installation.

STORAGE AND DISPLAY

- ANY SUPPORT BLOCKS PLACED UNDER THE PONTOON MUST BE PLACED UNDER A BAFFLE. Baffle locations are located where you see a slight weld seam mark on the pontoon. Extra weight, including snow, or boat show traffic, can result in dents in the bottom keel or the pontoon itself if blocks are placed under the pontoon in non-baffled locations.



RETURN MATERIALS AUTHORIZATION POLICY AND PROCEDURE

Avalon & Tahoe Mfg., Inc. strives to accommodate our dealers in every way possible. If you have any reason to return a non-defective part and/or are requested to return a warranty part that is being replaced, you are required to follow the following procedure. In all circumstances, the below policy helps ensure Avalon & Tahoe's efficient handling and disposition of returned materials.

1. Avalon & Tahoe's Customer Service Department or designated person must authorize all proposed return goods by issuing a Return Material Authorization (**RMA**) number, prior to the return of any merchandise.
2. Once an **RMA** has been issued, the parts must be returned on the next Avalon Truck or Pick UP of Boats.
3. Dealer must provide Avalon & Tahoe the following information to acquire an **RMA**:
 - a) Invoice Number
 - b) Description of Merchandise
 - c) Quantity of Merchandise
 - d) Reason for Return
4. No merchandise, unless authorized with an **RMA** number, will be accepted.
5. Everything shipped to Avalon & Tahoe must have the Dealer's name and the **RMA** number must be clearly marked on the package.
6. Any merchandise shipped to Avalon & Tahoe without an **RMA** number will be refused and returned at the Dealer's expense. Unless preapproved, Avalon & Tahoe will not pay freight on **RMA**s returned by a common carrier (FedEx, UPS, USPS, etc.). Freight collect shipments will be refused.
7. All risks of loss or damage of goods in transit are the responsibility of the dealer. Avalon & Tahoe will issue no credit, refund, or replacement for merchandise received damaged.
8. Any merchandise that is received may be inspected if it is labeled as defective or in bad condition.
9. Merchandise rejected by the Dealer due to a valid Avalon & Tahoe error or misinterpretation, filling of an order, or quality issue is returnable, for full credit or replacement under product warranty, with transportation collected.
10. All merchandise returned **within 90 days** of shipment is subject to a minimum restocking charge of 30% if manufactured item, and 15% if purchased item.
11. Any manufactured merchandise purchased outside of current model year is non-refundable.

Avalon & Tahoe's Warranty Procedure, Parts and Warranty Return Policies, and any other information you may need, can be found online at ATDealer.net