

Instructions, precautions of use and warranty terms of the ICE RAPTOR Frame

You have just acquired an ICE RAPTOR frame, and we thank you for your trust. This document provides you all necessary information in order to use and mount your frameset properly. If any doubt about this product or its mounting, the After-Sales Service team remains at your disposal

Mounting your RAPTOR frame

- o The assembly of your RAPTOR frame must be carried out by a cycle professional.
- o To perform the correct tightening torques, please provide yourself with a torque wrench.
- o The bottom bracket tightening torque must not exceed 35 Nm.
- o The rear wheel tightening torque is 25 Nm.
- o The tightening torque of the seat clamp should not exceed 5 Nm.
- o Maximum chainring size used shall not be over 48 teeth.
- o Maximum rear tire size is 20 x 1.75".

Precautions of use for the RAPTOR frame

- o Check and take care of your bike in its entirety regularly. To avoid any risk of breakage, deformation, scratches...
- o Check your frame before and after any use.
- o Ride in a safe way for you, for others, and for your equipment. Never use our products if you are not equipped with the regulatory clothing for BMX racing or mountain biking (helmet, gloves, protection and clothing, approved shoes, possibly neck protection).
- o Rider's weight limit must not exceed 100 kg or 220,462 lbs. The guarantee will not be supported if this limit is not respected.
- o To clean your frame, use soapy water and a cloth only. Never use chemical products to wash / clean your bike. Clean your RAPTOR frame by hand. (Avoid high-pressure cleaners)
- o Use a carbon-special cleaner.
- o Take precautions during installation of your bike on a bike rack, on a warm-up, home trainer, etc.
- o Do not overtighten/strap. Interdiction to drop your bike on the carbon parts.
- o During transport, be sure to secure your RAPTOR frame. You must separate your bike from any objects that could damage it. For long distance transport, be sure to use a protective cover.

Restrictions on the RAPTOR frame

o In the workshop, the bike must be held ONLY by the seat post, and NEVER by any of the frame tubes.




The brake must only be mounted with a flat mount standard brake caliper.

- o Installation of the disc brake rotors in Ø 140mm diameter
- o Assembly of the brake caliper exclusively with the protective plates supplied with the RAPTOR frame.
- o Installation of a TAPER type fork only (1-1/8 – 1.5).
- o Riding with more than one person on a RAPTOR frame at a time is prohibited.
- o Do not attach a trailer, do not use as a tractor, do not attach luggage racks to the frame.
- o Only fit BMX race parts on your bike.
- o Do not paint the frame

For the guaranteed request to be retained:

RAPTOR frames are guaranteed for 2 years, from the day of purchase by the customer.
The finish of ICE frames (paint, varnish, decoration) is guaranteed for 1 year against any manufacturing defects.

This manual is only for the ICE Raptor Frame.

 The RAPTOR frame warranty applies only to the first purchaser and it is not transferable to a third party. It does not cover any costs of dismantling, assembly, labor, and shipping if ever there were to be any to carry out a repair or change.

1. The customer must be the first buyer and be in possession of his purchase invoice. He must also be able to provide the serial number written on the frame.
2. The customer must have used his bike in accordance with its intended use (use for BMX racing).
3. The customer must have maintained his bike on a regular basis and have it serviced by a cycle professional. These maintenance and service costs are the responsibility of the frame owner.
4. The frame must not show signs of impact and/or damage (deep scratches, carbon fiber fractures, etc.).
5. The damaged RAPTOR frame must be sent completely disassembled. The warranty does not cover disassembly/reassembly of the bike in its entirety.

If you are victim of a claim on your carbon frame, we invite you to contact your supplier to record the claim

 **Please have your invoice and essential information ready to facilitate the processing of your request.**

After analysis, if your frame warranty request is accepted, the ICE team undertakes to provide you with a solution adapted to your needs

The warranty does not apply and does not cover the following situations :

- o For damage due to negligence / lack of maintenance of the RAPTOR frame.
- o For a second / third hand RAPTOR frame or more. The purchaser of the product is held responsible in the event of injury or breakage of the product.
- o For a RAPTOR frame buy from a non-certified retailer that is not in the ICE distribution network.
- o For an intentional fault on the product and / or which engages the responsibility of a third party on the claim.
- o For all actions aimed at changing the appearance of the product: painting, sanding, use of chemical solvents or other.
- o For any signs of normal wear and aging for the product.
- o If the product is used for a purpose other than that for which it is intended (BMX racing). And if the product is subjected to abnormal use.
- o In the event of a natural disaster of any kind.
- o In case of insecure and dangerous storage for your bike. (Humidity, excessive exposure to light or heat, or close to an object that could damage it).
- o The warranty is strict and does not exceed 2 YEARS, regardless of the frequency of use and events the customer meet during this period.
- o The costs to be expected (delivery, transport, labour, parts, etc.) for the repair of the product.
 - o If the invoice is not presented, irrecoverable or illegible, the request will not be accepted.
- o The invoice must be in the customer's name.
- o If the client is the victim of repeated accidents and/or crashes.

If the guarantee cannot be applied for one or several of the reasons listed above, ICE can offer a solution via its "Crash replacement" program

"Crash Replacement" Program

After analysis of your warranty request, and if it cannot be accepted, ICE can offer you the replacement of your frame at a highly reduced cost, according to the following conditions:

First, make sure you have as much information as possible about your crash and frame (pictures, etc...), so that we can process your request as well and as soon as possible.

WARNING : The "crash replacement" program is limited to first buyer of a Raptor carbon frame and is not transferable to a third party.

*****The buyer will have previously had to register his frame on our website www.ice-element.com (menu -> page called « Register Form » in the first 30 days after purchase date*** in order to get a chance to be offered our "Crash replacement" program**

We reserve the right of refusing any crash replacement request if any doubt regarding the nature of the crash, or if the damage was purely aesthetic (if the frame is not deeply damaged)

The "Crash Replacement" terms are the following:

30% discount on a new frame until 2 years after purchase date, once the damaged frame will be sent back to our warehouse

Important ; Return costs are always responsibility of the customer. ICE may have to change other parts at your expense and not reimbursed if deemed necessary (you will be kept informed of the extent of the repairs to be taken into account and our after-sales service will be able to establish an estimate which will be sent to you beforehand for your agreement) Finally, we inform you that the discount granted under the crash replacement program cannot be combined with other offers and/or promotions in progress over the same period.

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