



AVIVA FISHIN' BUDDY FAQ's

Warrantee

1. How long is the boat warranted for?
 - a. 30 Days
2. What does the warrantee cover?
 - a. All Parts
3. Who handles returns?
 - a. AVIVA will handle all returns.
 - b. Customer purchased from Archway – AVIVA will notify Archway to issue credit to customer.

Boat

1. What happens if a larger fish takes the boat and I loose it?
 - a. Customer Responsibility
 - b. Line will break if a fish larger than 2 lbs is caught on the hook provided.
2. What happens if the boat sinks and fills with water?
 - a. Customer Responsibility
 - b. Hull is made to partially float if filled with water or overturned.
 - c. Dry unit out completely before trying to use again.
 - i. Remove battery.
 - ii. Dry off all connections as best you can.
 - iii. Turn boat upside down on a towel
 - iv. Turn boat on it's side on a towel
 - v. Gently shake on towel to make sure all water is out
 - vi. Let sit upside down for 48 – 72 hours.
 - vii. Recommend running hair dryer over entire unit for 5-10 minutes.
3. What happens if the boat doesn't work upon first use?
 - a. Make sure battery has been fully charged for 8 hrs.
 - b. Make sure clear plastic wrap is removed from 9 volt battery
4. What is the boat made of?
 - a. ATS Plastic
 - b. Is it made of any potentially harmful substances?
 - i. No, the Aviva Fishing Buddy is ASTM (American Society for Testing and Materials) tested
5. It is highly recommended that the instruction on Page 7 of the manual is followed: Always remove and completely dry the batteries and their compartments after each use and before storing.

Speed

1. What is the speed of the boat?
 - a. Has not been measured.
 - b. Cannot be used as a "Trolling" boat.
 - c. Speed is all out or none at all (Go or Stop).

Battery

1. How long is the battery warrantee?
 - a. 30 Days
2. How long should the battery last?
 - a. After total 8 hour charge it will run continuously for 15 minutes.
 - b. It is typical for the boat to be used with intermittent bursts therefore extending the usage time to 30 minutes plus.
3. What is the battery made of?
 - a. NiMh
 - b. Is it a harmful substance?
 - i. No, if used properly, and disposed of per instructions in the Aviva Fishin' Buddy Instructions and warning manual.
4. How will I know my battery is dying?
 - a. 1 prop will stop working causing the boat to circle.
 - i. To retrieve your boat:
 1. Run Boat in the circle till it faces you
 2. Turn Remote off and on and run until it circles again.
 3. Repeat Steps 1 & 2 until you have your boat back.
May take several times depending on the distance.
5. After initial charge, how long should I leave battery on charger:
 - a. We recommend recharging overnight or 8 hours.
6. It is highly recommended that the instruction on Page 7 of the manual is followed: Always remove and completely dry the batteries and their compartments after each use and before storing.

NOTE: Batteries do not work effectively in cold weather.

Remote Control

1. How far will my Fishin' Buddy allow me to fish away from the remote control?
 - a. 50Feet
2. How will I know I am reaching the end of my range?
 - a. Boat will jerk when running. Turn it around right then and bring back.
3. What is the remote control frequency?
 - a. 27 MHz
4. Do multiple boats and remotes interfere?
 - a. Yes, it is not recommended using more than 1 Fishin' Buddy at one time within 300 feet of any other remote toys or devices that operate on the 27 MHz frequencies
5. It is highly recommended that the instruction on Page 7 of the manual is followed: Always remove and completely dry the batteries and their compartments after each use and before storing.

Fishing Line and hooks

1. How strong is the fishing line?
 - a. 2 pound test line
2. What is the line made of?
 - a. Nylon
3. What are the hooks made of?
 - a. Steel

Returns

1. How long do I have to return the boat after purchase?
 - a. 30 Days
2. What do I need to include with the return?
 - a. Proof of purchase
3. Does the customer have to pay for the shipping?
 - a. Yes
4. Do customers receive their shipping and handling back on a return?
 - a. No

Replacements

1. Do you offer replacement parts for the boat?
 - a. Yes
 - b. AFB Accessory Pack for \$19.99 Retail - Included in this pack is the 8in. inflatable Buddy Bobber, retrieval wand, 2 pcs tackle pack, flag & plastic tube for flag, and a rechargeable Ni-Mh battery .
 - c. Call Aviva Sports, Inc at: 1-573-346-1402
 - d. www.goaviva.com
2. Do you offer a replacement battery?
 - a. Yes
 - b. AFB Accessory Pack for \$19.99 Retail - Included in this pack is the 8in. inflatable Buddy Bobber, retrieval wand, 2 pcs tackle pack, flag & plastic tube for flag, and a rechargeable Ni-Mh battery .
 - c. Call Aviva Sports, Inc at: 1-573-346-1402
 - d. www.goaviva.com
3. Do you offer a replacement remote control?
 - a. No
 - b. Check with AVIVA Customer Service first
 - c. Retail would \$9.99 + Shipping & Handling
4. Can I obtain additional fishing line and bobbers?
 - a. Yes
 - b. AFB Accessory Pack for \$19.99 Retail - Included in this pack is the 8in. inflatable Buddy Bobber, retrieval wand, 2 pcs tackle pack, flag & plastic tube for flag, and a rechargeable Ni-Mh battery .
 - c. Call Aviva Sports, Inc at: 1-573-346-1402
 - d. www.goaviva.com

Shipping

1. Is ground the only way to ship this item?
 - a. No

Troubleshooting

1. My boat ran fine the first day, now it won't run.
 - b. Re-connect the charger and make sure the red light is on. Leave charging until light shuts off or 8 hours.
 - c. If the boat still doesn't work, there could be condensation inside, maybe the boat was swamped. Allow to dry out for a couple of days and try again.
2. 1st time using the boat, the power button will only operate the boat while I am pressing the button. When I release it, the boat shuts off.
 - d. There is a short, we will replace.
3. My boat capsized (or was dunked) It is now full of water. What do I do?
 - a. Dry unit out completely before trying to use again.
 - i. Remove battery.
 - ii. Dry off all connections as best you can.
 - iii. Turn boat upside down on a towel
 - iv. Turn boat on it's side on a towel
 - v. Gently shake on towel to make sure all water is out
 - vi. Let sit upside down for 48 – 72 hours.
 - vii. Recommend running hair dryer over entire unit for 5-10 minutes.