

Dealer Bulletin # DB2022-08

5YR WARRANTY POLICY UPDATE



5YR WARRANTY POLICY

This is to certify that your TOP GUN MOBILITY product offers a 5 Year Warranty from the date of original purchase. Should a defect or operating fault arise within this period the Dealer, from where the product was originally purchased, should be notified immediately. Failure to register the fault may invalidate the warranty.

The Dealer from where the product was purchased is responsible for any warranty repairs. Top Gun Mobility warrants that if a fault occurs within this period due to faulty workmanship or materials that the product will be repaired (or replaced at the Company's discretion) free of charge. *Any unauthorised modifications will invalidate the warranty.*



Component parts replaced outside this period carry a six-month warranty. (Standard terms and conditions apply for this period).

FIVE-YEAR WARRANTY

- Structural frame components, including platform, fork, seat post, and frame welds (excludes Canopy & Canopy framework)
- Drivetrain, including differential, motor.

TWO-YEAR WARRANTY

Your Top Gun Mobility Scooter is fully guaranteed for two (2) years from the date of purchase against faults arising due to defects in manufacture or materials. This warranty does not detract from but is in addition to your legal rights.

All electronic parts including controllers, have a one (1) year warranty. Servicing to the controller or battery charger must be carried out by your authorised Top Gun Mobility Provider. Any attempt to open or dismantle these items renders the guarantee void on that item.

6-MONTH WARRANTY

All batteries, battery chargers, have a one (6) month warranty. Servicing to the batteries must be carried out by your authorised Top Gun Mobility Provider. Any attempt to open or dismantle these items renders the guarantee void on that item.

NOT COVERED UNDER WARRANTY

The guarantee does not extend to those items which may need replacement due to normal wear and tear (tyres, belts, bulbs, upholstery, plastic shrouds, motor brushes, fuses, and batteries), or damage to the product caused by misuse or accident for which Top Gun Mobility or its agent cannot be held

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responsible. This warranty does not include service calls or external bolt on components such as a canopy or canopy framework. Transport/Call Out costs : As the owner you must bear the cost of transporting the unit to the dealer or should you decide to have the dealer come to you, you must bear the cost of the dealers call out fee. Your dealer may choose to waive this cost, but this will be at the dealers discretion only and separate to TopGun Mobility's warranty terms and conditions.

WARRANTY SERVICE PERIOD

The service intervals are every 500klm or every twelve (12) months from date of purchase, whichever occurs first. We recommend using a Top Gun Mobility Service Provider. Proof of annual service (paid invoice receipts) must be kept and provided upon any warranty claim. This warranty will be void if annual servicing is not carried out.

SERVICE CHECKS AND WARRANTY SERVICE

Warranty service can be performed by an authorised Top Gun Mobility Provider. Please contact your authorised Top Gun Mobility Provider for advice on the current cost affecting the service visit.

COMMERCIAL USE

Any TopGun Mobility products used in a commercial application will only be covered by a 12-month warranty from the purchase date and will be excluded from any coverage mentioned in the warranty relating to 5 (five) or 3 (three) year warranty. All other conditions in this warranty will apply.

STORAGE INSTRUCTIONS

Always store in a dry area protected from freezing to avoid damage to the scooter and premature wear of the batteries. Avoid exposure to rain, snow, ice, salt or stagnant water. Keep your scooter clean and dry.

Never expose the electronic components of the scooter to humidity (rain, snow, mist, or water from washing), as it may damage electronic circuits.

Always store your scooter with batteries fully charged. When storing the scooter for more than two weeks, charge the batteries and disconnect them. During the storage, check the charge once a month and recharge the batteries as needed. You must complete a full charge cycle every month or damage to batteries can occur.

Avoid extreme temperature of hot and cold during storage. Freezing can damage low charged batteries and they may become unusable.