

Addendum # DB2024-01

CORRECTION OF WARRANTY TERM

Stylz3 & Stylz4



ATTENTION!

Correction to the User manual for the Stylz3 & Stylz4.

The warranty should be 2 years not 5 Years as published.

The correct terms for the warranty are as follows.



Consumer Limited Warranty

Zoom Mobility has provided information throughout the owner's manual in regard to proper usage and care of your scooter. Failure to adhere to this information will void the warranty of the scooter, its parts and the batteries supplied by Zoom Mobility. The following warranty is granted only to the INITIAL Consumer who has purchased our product and commences on the Date of Purchase by the Consumer from an Authorized Zoom Mobility' Provider. The Consumer must have proof of purchase from Zoom Mobility or the authorized scooter provider to receive service.

The warranty covers the following scooter models: **Stylz3 & Stylz4**

Two (2) Year Limited Warranty:

From the date of purchase from an authorized Zoom Mobility' dealer, in the event of defective materials or workmanship, Zoom Mobility will repair or replace at our option any of the following structural frame components found to be defective by an authorized Zoom Mobility representative:

- Steel Frame

One (1) Year Warranty:

For the period of one year from the date of purchase, in the event of defective materials or workmanship, Zoom Mobility will repair or replace at our option any of the following electronic assemblies or any other part (not excluded) and found defective by an authorized Zoom Mobility representative:

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| • Transaxle | • Bearings and Brushes |
| • Motor/Brake Assembly (electrical function only) | • Aided Wheel |
| • Main Controller & Throttle Control Lever | • Plastic Parts and Rubber Articles |
| • Variable Speed Motor Parts | • Front Fork, metal pieces in the seat, foot pedal and rocker arm |

Note: An increase in operating noise of the transaxle DOES NOT constitute a defect. With normal wear and tear, operating noise is expected to increase.

Note: While charging batteries, it is normal for the battery charger to heat up. Heat coming from the battery charger does not constitute a defect.

One-Year Limited Warranty

For the period of one year from the date of purchase, in the event of defective materials or workmanship, Zoom Mobility will replace the batteries supplied by Zoom Mobility if the capacity is less than 60% of the rating (8-month warranty) and found to be defective by an authorized Zoom Mobility representative.

Items not listed are covered at the discretion of Zoom Mobility. Any accessories, standard or optional, supplied by Zoom Mobility are covered for a period of one year from the date of purchase with the unit.

Warranty Exclusions:

Zoom Mobility does not provide warranty on any of the following items which may require replacement due to the normal wear and tear of day-to-day usage:

- Motors: for damage if caused by not changing the carbon brushes after being worn out seriously, the carbon brush is out of warranty.
- Brakes: one-year warranty includes electromagnetic brakes but excludes wear of brake sheets.
- Wear and tear of plastic cover.
- Tyres and wire-cable.
- Seat and Rack.

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This warranty also excludes for the following:

- Loss or theft of components (i.e.: keys, baskets, etc.)
- Damage caused by:
 - Battery fluid spillage or leakage.
 - Improper operation, maintenance, or storage.
 - Abuse, misuse, accident, or negligence.
 - Commercial use or use other than normal.
 - Exceeding the specified weight capacity of the unit.
 - Repairs and/or modifications made to any part without the specific consent of Zoom Mobility.
 - Accessories other than those supplied or approved by Zoom Mobility.
 - Failure to adhere to the product instructions.
 - Acts of Nature, such as lightning strikes, cyclones, earthquakes, etc
 - Manpower cost, telephone fees, freight and other costs resulting from maintenance or products unless approved by the manufacturer.
 - Other cases not specified in the scope of warranty.
 - Circumstances beyond the control of Zoom Mobility.
- ANY PARTS ALTERED OR REPAIRED BY AN UNAUTHORIZED PERSON.

As mentioned above, 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 Zoom Mobility or its agent cannot be held 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 Zoom 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 Zoom 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 Zoom Mobility Provider / Local Mobility Scooter Technician. Please contact your authorised Zoom Mobility Provider for advice on the current cost affecting the service visit. Zoom Mobility reserves the right to replace warranted part(s) with refurbished or new part(s) at our discretion. All labour charges, service calls, transportation costs or any other charge(s) associated with the installation of any warranted part(s) are the responsibility of the consumer. The warranty is for the replacement of the parts only and does not include freight for the replacement parts. Consumers are not to return any item(s) to Zoom Mobility without prior written authorization. Any damages incurred while warranted part(s) are in transport are the sole responsibility of the consumer.

Commercial Use:

Any Zoom 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); 3 (three) or 2 (two) year warranty. All other conditions in this warranty will apply.

There is no other express warranty.

Implied warranties including those of merchantability and fitness for a particular purpose are excluded. Liabilities for consequential damages are excluded. This warranty gives you specific rights and you may also have other rights which may vary from state to state.