

PRODUCT WARRANTY COVERAGE

All warranty claims must be lodged through the retailer from whom the product was originally purchased. If a defect or operating fault occurs during the applicable warranty period, please notify your retailer immediately.

Important:

- Unauthorised modifications or repairs will void warranty coverage.
- Proof of purchase is required for all warranty claims.
- Transportation and call-out costs are the responsibility of the owner unless otherwise agreed by the retailer.
- Australian Consumer Law rights apply in addition to all warranty terms outlined below.

Top Gun Mobility Warranty Coverage

Component	Warranty Period
Structural Frame	1-5 Year
Drivetrain & Motor	1-2 Year
Controllers & Electronics	1 Year
Brakes System	1 Year
Battery Chargers	6 Months
Batteries	6 Months

Zoom Mobility Warranty Coverage

Component	Warranty Period
Structural Frame	1-10 Year
Drivetrain & Motor	1 Year
Controllers & Electronics	1 Year
Brake System	1 Year
Battery Chargers	6 Months
Batteries	6 Months

Note: Please refer to the User Manual supplied, for your product warranty period and terms and conditions, exclusions, and coverage details applicable to your model.

Note: Commercial Use Warranty: All products used in commercial environments are covered by a 12-month warranty period only.

Top Gun Mobility Products Cover

Note: Please refer to the User Manual supplied, for your product warranty period and terms and conditions, exclusions, and coverage details applicable to your model.

Note: Commercial Use Warranty: All products used in commercial environments are covered by a 12-month warranty period only.

1 - 5-Year Warranty

Coverage includes:

- Structural frame components
- Platform
- Fork
- Seat post
- Frame welds

Excludes canopy and canopy framework.

1 Year Warranty

Coverage includes:

- Motor
- Drivetrain
- Differential
- Braking system
- Controllers
- Electronic components

6-Month Warranty

Coverage includes:

- Batteries
- Battery chargers

Service Requirements

To maintain warranty validity:

- Service every **500 km** or **12 months**, whichever occurs first.
 - Keep all service invoices as proof.
 - Failure to complete annual servicing may void warranty coverage.
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Zoom Mobility Products Cover

Note: Please refer to the User Manual supplied, for your product warranty period and terms and conditions, exclusions, and coverage details applicable to your model.

Note: Commercial Use Warranty: All products used in commercial environments are covered by a 12-month warranty period only.

1– 3 Year Warranty

Coverage includes:

- Structural frame components
- Platform
- Fork
- Seat post
- Frame welds

Excludes canopy and canopy framework.

1 Year Warranty

Coverage includes:

- Motor
- Drivetrain
- Differential
- Braking system
- Controllers
- Electronic components

6-Month Warranty

Coverage includes:

- Batteries
- Battery chargers

Service Requirements

To maintain warranty validity:

- Service every **500 km** or **12 months**, whichever occurs first.
 - Retain service records and invoices.
 - Failure to complete required servicing may void warranty coverage.
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Warranty Exclusions

Note: Please refer to the User Manual supplied, for your product warranty period and terms and conditions, exclusions, and coverage details applicable to your model.

Note: Commercial Use Warranty: All products used in commercial environments are covered by a 12-month warranty period only.

The following are generally excluded from all warranties unless required by Australian Consumer Law:

Normal Wear and Tear

Including:

- Tyres
- Tubes
- Brake pads
- Belts
- Bulbs
- Upholstery
- Armrests
- Seating
- Plastic shrouds
- Brushes
- Fuses
- Batteries (outside applicable warranty period)

Damage Caused By

- Misuse or abuse
- Neglect
- Accidental damage
- Improper storage
- Improper maintenance
- Non-authorised repairs
- Non-approved accessories
- Commercial use beyond specified warranty terms

Additional Exclusions

- Service call fees
 - Transport costs
 - Call-out charges
 - External bolt-on accessories
 - Canopies and canopy frameworks
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Transport & Call-Out Costs

Warranty covers eligible parts and repairs only.

The owner is responsible for:

- Transporting the product to the retailer.
- Any technician call-out fees if service is requested on-site.

Retailers may waive these costs at their discretion.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or credit for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.