

# WARRANTY

## 5-YEAR LIMITED WARRANTY

For five (5) years from the date of purchase, Pride will repair or replace at our option to the original purchaser, free of charge, any of the following parts found upon examination by an authorized representative of Pride to be defective in material and/or workmanship:

- Main Frame

## 3-YEAR LIMITED WARRANTY

For three (3) years from the date of purchase, Pride will repair or replace at our option to the original purchaser, free of charge, any of the following parts found upon examination by an authorized representative of Pride to be defective in material and/or workmanship:

- Fixed-position Seat Post

## 13-MONTH LIMITED WARRANTY (2-YEAR LIMITED WARRANTY IN CANADA)

For thirteen (13) months (two [2] years in Canada) from the date of purchase, Pride will repair or replace at our option to the original purchaser, free of charge, any of the following parts found upon examination by an authorized representative of Pride to be defective in material and/or workmanship:

### Electronic Assemblies including:

- Charger Assembly
- Controller
- Joystick

### Main Frame Assemblies, including:

- Metal Seat Framing

### Other components, including:

- Electrical Harnesses
- Accessories
- Anti-tip Forks
- Front Riggings
- Bearings and Bushings
- Motor/Gearbox Assembly
- Brakes (Electronic Function ONLY)
- Caster Forks
- Front Rigging Mounting Brackets

## 13-MONTH WARRANTY

The batteries are covered by a separate thirteen (13) month warranty, provided by the battery manufacturer. The batteries are not warranted by Pride.

***NOTE: Starting from date of product delivery, battery charge must be maintained to ensure warranty coverage. For mobility products which are not used regularly, or during periods of storage prior to and after purchase date, batteries must be charged once a week, for 24 hours. Failure to do so will void battery warranty.***

## 6-MONTH WARRANTY - LITHIUM ION-BATTERIES

The lithium-ion batteries are covered by a separate six (6) month warranty, provided by the battery manufacturer. The batteries are not warranted by Pride.



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## RECONDITIONED UNITS WARRANTY

All reconditioned units are covered by a six (6) month warranty from Pride effective from the date of purchase.

## WARRANTY EXCLUSIONS

This warranty does not extend to those items which may require replacement due to normal wear and tear.

- ABS Plastic Shrouds
- Brake Pads
- Motor Brushes
- Tires and Tubes
- Upholstery and Seating
- Fuses/Bulbs
- Circumstances beyond the control of Pride
- Labor, service calls, shipping, and other charges incurred for repair of the product, unless specifically authorized, IN ADVANCE, by Pride Mobility Products
- Repairs and/or modifications made to any part without specific consent from Pride

### Exclusions also include components with damage caused by:

- Contamination
- Abuse, misuse, accident, or negligence
- Battery fluid spillage or leakage
- Commercial use or use other than normal
- Improper operation, maintenance, or storage

***NOTE: Gradual deterioration in performance because the battery has been left in a discharged state, left in cold conditions for an extended period of time, or worn out through heavy use is not covered.***

## SERVICE CHECKS AND WARRANTY SERVICE

Warranty service must be performed by an authorized Pride Provider. Do not return faulty parts to Pride without prior written authorization. All transportation costs and shipping damage incurred while submitting parts for repair or replacement are the responsibility of the purchaser.

Failure to follow the instructions, warnings, and notes in the owner's manual and those located on your Pride product can result in personal injury or product damage and will void Pride's product warranty.

There is no other express warranty.

## IMPLIED WARRANTIES

**Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) year from the date of purchase and to the extent permitted by law. Any and all other implied warranties are excluded.** This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded.

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages. The above limitation or exclusion may not apply to you.

This warranty gives you specific rights, and you may also have other rights which vary from state to state.

