



# All-Scooter Warranty

## THREE-YEAR LIMITED WARRANTY

For the (3) years of your scooter product from the date of purchase, FreeRider USA 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 FreeRider USA to be defective in material and/or workmanship:

- Structural Frame Components, including:
  - Aluminum Frame (Luggie and Luggie Plus series)

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- Structure Frame components, including
  - Steel Frame (FR series)
  - Fork
  - Seat Post
  - Tiller Frame

## ONE-YEAR LIMITED WARRANTY

For one (1) year from the date of purchase, FreeRider USA 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 FreeRider USA to be defective in material and/or workmanship:

- Drive train
  - Motor
  - Transaxle
  - Magnetic Brake
- Electronic Assemblies:
  - Electronic Controllers
  - Chargers
  - Harnesses
  - Any Other Electrical Subassembly

## Battery Warranty

All the battery is covered by a separate one-year warranty, provided by the FreeRider USA. All the batteries are warranted by FreeRider USA no matter which type of battery.

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, AGM and lead acid batteries must be fully charged daily by FreeRider lead acid charger, for 6 to 12 hours. Li-ion battery must be fully charged once a week by FreeRider SuperCharger, for 2 to 3 hours. Failure to do so will void battery warranty.

## WARRANTY EXCLUSIONS

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

- Plastic shrouds
- Motor Brushes
- Upholstery and Seating
- Brake Pads
- Tires and Tubes
- Fuses/Bulbs
- Circumstances beyond the control of FreeRider USA
- Labor, service calls, shipping, and other charges incurred for repair of the product, unless specifically authorized, IN ADVANCE, by FreeRider USA.



- Repairs and/or modifications made to any part without specific consent from FreeRider USA
  - Exclusions also include components with damage or failure caused by:
    - Contamination
    - Abuse, misuse, accident, or negligence
    - Battery fluid spillage or leakage
    - Use other than normal design specifications
    - Improper operation, maintenance, or storage.

**NOTE: If there is an increase in the operational noise level in the transaxle, the warranty does not apply. With normal wear and tear, operating noise is expected to increase.**

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 FreeRider USA Provider. Do not return faulty parts to FreeRider USA without prior written authorization. All transportation costs and shipping damage incurred while submitting parts for repair or replacement are the responsibility of the purchaser. Please contact your authorized FreeRider USA Provider for information on the current cost associated with a service visit. 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 original purchase and to the extent permitted by law. Any and all 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. So, 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.

NOTE: This warranty applies to products sold in North America: USA, Canada, and Mexico.

NOTE: The Warranty does not apply to non-authorized party purchasers such as independent repair shops, body shops or on parts purchased over the counter and not installed by an authorized FreeRider dealer. The warranty on these parts will be for one year from the purchase date for defects for the part replacement only. Labor will not be included. Part failures due to installation errors will not be covered by any FreeRider Part Warranty.

Note: This warranty is non-transferable. The coverage only applies to the original purchaser of the part. Proof of previous purchase and installation at an authorized FreeRider dealer is necessary for coverage. This warranty does not cover parts replaced under your FreeRider mobility equipment.

FreeRider USA warrants the new FreeRider Genuine replacement part that such part installed at an authorized FreeRider USA dealer will be free from defects in material or



workmanship. There is no coverage for parts needing replacement due to any outside influence.