



GREEN POWER SCOOTERS WARRANTY POLICY,

GENERAL INSTRUCTIONS AND MAINTENANCE

GUIDANCE

Quick-Start Warnings

There are some activities that should be avoided based on the warnings and instructions below. A review of this list does not replace a thorough reading of the entire manual.

- You should not dismantle your scooter on your own.
- During or after operation, avoid touching hot parts of your scooter.
- You should avoid touching any hot parts of your scooter that may have become hot from exposure to the sun.
- Do not touch any chemicals in the scooter.
- Ensure that your hands and other body parts are kept away from moving parts of the scooter.
- The scooter should not be operated with loose clothing or dangling wires that could get trapped in the wheels or other moving parts.
- Do not use any battery which is not approved by Green Power for use with your scooter.
- If you are under the influence of alcohol, drugs, or other medications that may impair your ability to operate a vehicle, you should not operate the scooter.
- You should not operate the scooter while using a mobile phone.
- In the event that your scooter is not functioning properly, you should not operate it.
- Do not operate your scooter beyond the manual's limitations.

Size and Weight Limits

Your scooter was designed to accommodate users up to a specified size and weight. Because each scooter is designed and rated differently, make sure you check your scooter model's weight limits regularly. As your weight fluctuates over time, make sure

other users of your scooter do not exceed the weight limits. If the scooter is operated by a user over the weight limit, it may cause damage and hazardous situations, including increased braking distances and times, decreased steering response, tip-overs and other dangers. Moreover, modifications that increase the scooter's riding height, raise the user's riding height on the scooter or otherwise change the scooter's center of gravity can damage the scooter and create the hazardous situations identified above. Do not adjust your seat while the scooter is in motion or operating. Green Power is not responsible for damage to the scooter or personal injury resulting from exceeding weight limits or altering the scooter's center of gravity.

General Operation – Safety Belt

When seated on your scooter, wear your safety belt at all times. If your safety belt becomes frayed, cut, or shows other signs of wear or damage, have it replaced by an authorized repair technician. Do not operate your scooter without wearing the safety belt.

General Operation - Mirrors

If your scooter is equipped with mirrors, adjust them so that you can see behind you. Adjust the mirrors when you are sitting on the scooter, but while it is not moving and not in operation. Do not adjust the mirrors while you are operating it. If the mirrors are properly oriented, you should be able to see behind you and minimize blind spots.

General Operation – Lights and Signals

Utilize your scooter's headlights and turn signals. Using headlights at night and even during the day, increases your visibility to other vehicles. Turn signals provide warning to people and vehicles nearby.

General Operation – Driving Outdoors

Green Power does not recommend storing your scooter outdoors. It is designed to be driven on clean, even, dry surfaces. If your scooter is exposed to water, it is susceptible to damage to its electronic, mechanical and other components. If you are trapped outside during inclement weather, seek shelter or ask for assistance.

Whenever you get on or off the scooter, make sure that the power is turned off. Never mount or dismount the scooter while it is running or moving. When the scooter is still moving forward or in reverse, do not turn off the power. Make sure that the variable speed switch is set to the desired speed. When ready to drive, ensure that the desired direction is selected..

General Operation – Alternate Surfaces

It is not safe to drive your scooter on stairs or escalators; serious injuries may result. Do not attempt to drive your scooter onto stairs or escalators. Most elevators are safe for scooter use. In the event of stairs or escalators, choose the closest elevator. Make sure the elevator is in good working order by conducting a visual inspection. Some elevators have awkward entrance angles that can make entering and exiting difficult.

General Operation – Curbs

Generally, curbs are divided into two categories: abrupt, vertical curbs and gradual, smooth curbs. Your scooter cannot drive over or off of an abrupt, vertical curb. If you attempt to drive over a curb or object that is higher than 4 inches, you will likely cause serious damage to your scooter. Most gradual, smooth curbs can be driven over with your scooter. Orient your scooter perpendicular to such curbs by approaching them head-on. You should always apply speed over the curb until the scooter's rear wheels are just past it. Approaching the curb at an oblique angle can increase the risk that your scooter will tip over. Similarly, when moving down a curb, approach the curb perpendicular to it, rather than from an oblique angle. When going over small objects, curbs or other obstructions, do not stop completely.

General Operation – Incline Control

Using the scooter on most handicap-accessible ramps is safe. The scooter is capable of handling a wide range of inclines and declines. Avoid using the scooter on inclines of a degree that makes it difficult to operate the scooter; if the scooter cannot easily climb the incline, move off and/or ask for assistance. Likewise, do not use the scooter on declines of a degree which makes operation of the scooter difficult; if the scooter moves too rapidly on an incline, apply the brakes fully, leave the decline and/or ask for assistance. To prevent slipping, Green Power recommends using ramps that have a roughened surface. Never drive across an incline in transverse or turn sharply on an incline. Never drive in reverse down an incline. A scooter's ability to climb an incline or descend a decline depends on several factors, such as its specifications, your size and weight, the surface quality and your personal preference. The safety of the scooter on incline or decline is not guaranteed by Green Power during the setup process. However, Green Power does not recommend you use your scooter on inclines or declines greater than 10 degrees and we do not offer any guarantees of performance and safety on angles less than 10 degrees.

General Operation – Cornering

Make sharp turns at low speeds. Control your speed when turning corners. As with any vehicle, maneuvering a corner at high speeds increases the risk of tipping. Your speed should be reasonable for the scooter, its specifications and conditions, your size and weight, the angle you approach, the type of turn and the surface conditions.

General Operation – Influences

If you are under the influence of alcohol, drugs, or other medications, do not operate the scooter. Although the scooter is heavy and can reach significant speeds, even at low speeds, operating under the influence of alcohol, drugs or other medications can alter or impair your coordination, reaction time, reflexes and other abilities.

General Operation – Ingress and Egress

When moving onto your scooter, be sure to stop the scooter on level ground and apply the handbrake before you remove yourself from the scooter. Brace yourself against a sturdy piece of furniture, or use a cane for walking assistance. As you lower yourself onto the scooter seat, use your upper body to assist your legs. Sit for a few minutes and apply the safety belt before operating the scooter. Take care when you get off your scooter. Inspect the scooter for brakes and turn it off. Unbuckle the safety belt. Getting up too quickly or in the wrong way could result in injury. Use a cane or other walking assistive equipment, or look around for sturdy pieces of furniture. Lift slowly and pause if you feel unsteady. Stand for a few minutes before moving on. Use your upper body to assist your legs in lifting you.

Regular Maintenance

Check your scooter for normal operation, loose parts and defects before operating. If you discover a problem, have it repaired.

Do not use a high-pressure water sprayer to clean your scooter. If you wash your scooter, use a damp sponge or cloth and dry it thoroughly before operating. Do not immerse any parts in water.

Check the tires of your scooter before operating it to make sure they are not worn or damaged. Make sure your tires are inflated at the recommended pressure. Keep them clean and replace them when they become damaged. Regularly check tires for wear, cracks, nails or other damages. A failure to maintain the tires at the recommended pressure will cause premature wear, and an unmaintained tire could result in damage or injury.

Use Within a Motor Vehicle

If you are riding your scooter on a motor vehicle, such as a train, bus, or large van, do not sit in it. You should stow or rack your scooter in accordance with the guidelines for your motor

vehicle before or when entering it. Do not sit on your scooter while it is on or in a motor vehicle that is operating or in motion.

Your scooter should not be charged with automotive batteries. Charge your scooter's batteries in a well-ventilated area. Whenever you aren't using your scooter, it is recommended that you periodically charge your batteries, such as once a month. When charging the batteries, ensure the switch is turned off. Make sure the power plug is firmly inserted into the battery while charging. When charging the batteries, do not use an extension cord. You should not use a cracked, leaking, or otherwise damaged battery. When transporting your scooter, remove the batteries. Do not use your scooter if the battery is cracked, leaking, or otherwise damaged. Keep tools and other metal elements away from the battery terminals.

Modifications to the Scooter

You should not dismantle or modify your scooter on your own. You should not remove or disable any elements or features of your scooter. You should not alter the programmable controller controlling the scooter's electric, electronic and electromechanical operation. However, some after-market products can make your scooter more dangerous to operate or may impair your ability to operate it safely.

Warranty Policy

Your warranty is valid from the day you received your mobility scooter automatically.

This is to certify that your Green Power Scooter is warranted from the date of original purchase. This warranty is not transferable.

Should a defect or operating fault arise within this period the Dealer from where the product was originally purchased should be notified immediately.

Green Power 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 unauthorized modifications will invalidate the warranty.

Parts which are subjected to normal wear and tear, accidental damage, neglect or misuse are excluded from this warranty. Normal wear and tear includes tires, chassis covers, bulbs, seat coverings, brake pads, switches, throttle.

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

Please note: The mobility scooters required by UK law are limited to 8mph.

If the speed limit is unlocked (we do not recommend), your warranty will be void.

For returns: If your mobility scooter is registered with DVLA, we are sorry, returns will NOT be accepted.

This warranty covers Green Power's products:

12 month Warranty:

For the period of twelve months, from the date of purchase from the authorized dealer, in the event of defective materials or workmanship, Green Power will repair or replace at our option any of the following components found to be defective by Green Power:

- Transaxle
- Braking system (exc brake pads/disc, adjustments etc)
- Motor
- Wire Harness
- Steel Frame, Frame Welds, Tiller, Frame, Front Fork, Seat Post

- Electric system (Controller, Converter, electric wires etc)
- Battery Charger (3 months warranty)
- Batteries (6 months warranty)

Note: An increase in operating noise of the transaxle DOES NOT constitute a defect or major fault. 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.

Items not listed above are not covered for repair under this warranty

The original charger must be used with the power transformer,

Do not place the charger transformer in the trunk or another enclosed area while it is charging

Batteries must be removed from scooters that will be stored for more than one week (Lithium only). The battery should be stored at a temperature of no more than 30 degrees while it is in storage.

In order to ensure the longevity of the battery, it is recommended that when the scooter is not in use for a long period of time that you check your battery and leave it on charge for an hour every other day.

Warranty Exclusions:

Green Power 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:

- Your warranty will be voided if you do not comply with the maintenance guidelines
- Loss or theft of components
- Damage caused by:
 - Battery fluid spillage or leakage
 - Abuse, misuse, accident or negligence
 - Improper operation, maintenance or storage
 - Commercial use or use other than normal
 - Repairs and / or modifications made to any part without specific written

consent of Green Power.

- Exceeding the specified weight and/or climbing gradient.
- Exceeding the driving

Green Power reserves the right to replace warranted parts with refurbished or new parts at our discretion.

Workshop repair and Call outs

Repairs will be performed free of charge during the warranty period at our premises with a pre arranged appointment.

Your scooter can be repaired free of charge at your home during the first six months. (Subject to a fault pre-assessment over the phone).

After the first six months, callouts are charged at a lower rate of £95 per call.