

# AMIGO MOBILITY HEALTHCARE WARRANTY

## General Warranty Provisions

Amigo Mobility International, Inc. (AMI) warrants the original, completed Amigo it manufactures only to the original owner. If warranty card or proof of purchase is not received, warranty begins on the date the Amigo was shipped. This warranty supersedes and is in lieu of all other warranties, expressed or implied, and no person, agent or dealer is authorized to give any warranties on behalf of AMI, nor to assume for AMI any other liability concerning any of its products unless made in writing and signed by an official of AMI. This warranty gives you specific rights, with the possibility of other rights, which vary depending upon your locality. The warranties on this page do not cover the failure of any part or accessory due to:

- Shipping damage
- Abuse, misuse, accidental damage, or acts of nature
- Exceeding the specified weight capacity of the model
- Improper installation or opening sealed components
- Modifying the Amigo or installing accessories not authorized by AMI

## Warranty Coverage:

AMI will repair or replace a part that is defective in material or workmanship under normal use. AMI may use factory-recertified parts (rather than new parts) for some warranty repairs. Warranty replacement parts are covered for the remainder of the Amigo unit warranty. AMI covers labor warranty at factory headquarters in Bridgeport, MI for the first 60 days of ownership. Freight charges are not included under labor warranty.

- Structural components – platform, frame and lower seat post (non PSL) have a limited lifetime warranty (seven years).
- Main components – controller, charger, motor, powered seat lift (PSL) and transaxle have a two-year warranty.
- Seats and other components have a one-year warranty (cuts and tears in seats are not covered by warranty).
- Batteries supplied by AMI are warranted for one year (freight not included after six months) and carry Amigo brand labels. Damage caused by battery moisture, spillage, or leakage is exclusive of warranty. Lithium-ion batteries carry the following warranty:
  - Warranty period is 60 months; beginning when the Amigo healthcare model or batteries are shipped from AMI factory. Serial number of unit/date code on battery will be required.
  - Warranty covers defects in workmanship and material.
  - Failure constitutes a fully recharged battery with less than 50% of its rated capacity under normal operating/charging conditions and is covered within the 60 month period.
  - Lithium-ion batteries must be returned to AMI. Upon receipt, batteries will be tested to confirm warranty conditions are met.
  - First 36 months' replacement batteries will be lithium-ion; 37 months and older may receive sealed lead acid batteries.
- AMI is obligated to repair or replace products/parts returned by the purchaser and found to be defective under warranty at our factory in Bridgeport, Michigan.
- If inspection determines that a returned part or unit is fully functional or inoperable due to a non-warranty nature, it will be returned at expense of the owner.
- Parts purchased separately from the original unit, or rebuilt units, carry a one year warranty against defects in material and workmanship.

## Customer Satisfaction

Complete satisfaction with your Amigo is our main goal. If you are not satisfied with any maintenance or repair work completed by a local Amigo dealership, please follow these two steps:

1. Review your concerns with the dealership's management (service manager or general manager). In most cases, a satisfactory solution is found.
2. Occasionally, an Amigo owner will not be fully satisfied with a dealer's decision or actions. In that case, contact Amigo customer service at (800) 248-9131. Having the following information available will expedite response time:
  - Serial number of your Amigo (see page 13 for location of serial number).
  - Name, city and state of the dealer who sold you the Amigo.
  - Date and reason for each visit to dealership.