

Congratulations on purchasing a Merits Mobility Scooter or Power Chair. Merits Mobility Scooters and Power Chairs are proudly distributed throughout New Zealand by Goldfern Mobility Ltd.

Goldfern Mobility, on behalf of Merits Health Products, warrants these Mobility Scooters and Power Chairs against defects in materials and workmanship for a designated period from the date of purchase by you the end user. Warranties are subject to certain limitations and exclusions as defined below and supported throughout New Zealand by Goldfern Mobility Ltd.

Goldfern Mobility will, at their sole discretion, repair or replace parts found upon examination by an authorised representative of Goldfern Mobility, to be defective in material and/or workmanship.

### Three-Year Limited Warranty

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Structural Frame Components, Including

- Main Frame
- Seat Post
- Fork
- Tiller Frame

### Two-Year Limited Warranty

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Drive Components, Including

- Motors
- Transaxle
- Brake
- Electronics

### 6-12 Month Extended Warranty (Pro-rata)

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Battery and Battery Charger components supplied with your Merits Mobility Scooter or Power Chair are covered by a separate warranty offered by the battery and battery charger manufacturer. This is for a period of 6 months from the date of purchase by you the end user. In addition, Goldfern Mobility will provide an extended pro-rata warranty for a further 6 months, providing cover in the event of failure for 12 months as follows:

- 0-6 months – 100% replacement of parts cost
- 6-9 months – 67% replacement of parts cost
- 9-12 months – 33% replacement of parts cost

## Warranty Registration

Name: \_\_\_\_\_

Date of purchase: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Phone: \_\_\_\_\_

Authorised Dealer: \_\_\_\_\_

Street Address: \_\_\_\_\_

Model: \_\_\_\_\_

\_\_\_\_\_

Serial #: \_\_\_\_\_

Suburb: \_\_\_\_\_

Please complete and return to:

Town/City: \_\_\_\_\_

Goldfern Mobility,  
208 JFK Drive,  
Palmerston North, 4414

Signature & Date: \_\_\_\_\_

## Warranty Exclusions

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

- ABS Plastic shrouds
- Brake pads
- Abuse, misuse, accident or negligence
- Battery fluid spillage or leakage
- Motor brushes
- Tires and tubes
- Upholstery and seating
- Fuses/bulbs
- Commercial use, or use other than normal
- Improper operation, maintenance, or storage

This warranty does not extend to damage arising via:

- Circumstances beyond the control of Goldfern Mobility
- Unauthorised repairs or modifications
- Abuse, misuse, accident or negligence
- Delivery to and from an authorised Merits / Goldfern Mobility stockist or service contractor
- 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, incorrect charging, or worn out through heavy use is not covered under warranty.

**We recommend you have your Merits Mobility Scooter / Power Chair serviced regularly by you local authorised stockist or service contractor, every 6-12 months depending on usage.**

Goldfern Mobility agree to fulfil our obligations under the Consumer Guarantees Act 1993.