

WARRANTY

LIFETIME LIMITED WARRANTY

Structural frame components, including: platform, fork, seat post, and frame welds.

TWO-YEAR LIMITED WARRANTY

Drivetrain, including: differential, motor, and brake.

ONE-YEAR LIMITED WARRANTY

Your Pride Power Chair is fully guaranteed for twelve (12) months from the date of purchase against faults arising due to defects in manufacture or materials. This warranty does not detract from, but is in addition to your legal rights.

All electronic parts, including controllers and battery chargers, have a one (1) year warranty. Servicing to the controller or battery charger must be carried out by your authorised Pride or Quantum Provider. Any attempt to open or dismantle these items renders the guarantee void on that item.

NOT COVERED UNDER WARRANTY

This guarantee does not extend to those items which may need replacement due to normal wear and tear (tyres, belts, bulbs, upholstery, plastic shrouds, motor brushes, fuses, and batteries), or damage to the product caused by misuse or accident for which Pride or its agent cannot be held responsible. This warranty does not include service callouts.

BATTERIES

Batteries are covered by a six (6) month warranty.

Gradual deterioration in performance due to being left in a discharged state, left in cold conditions for long periods of time, or worn out through heavy use is not covered.

SERVICE CHECKS AND WARRANTY SERVICE

Warranty service can be performed by your authorised Pride or Quantum Rehab Provider. Please contact your authorised Pride or Quantum Rehab Provider for advice on the current cost affecting the service visit.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any foreseeable loss or damage. You are also entitled to have the goods repaired if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

