

Aspire Mobility Scooter Warranty Statement

1. Purpose and Scope

This Scooter Warranty applies to Aspire scooter models sold by Aidacare or supplied to Dealers through Aidacare. The warranty begins from the original end user purchase date and extends to a subsequent end user owner providing the scooter is still within the warranty period and evidence of all annual servicing is provided as required.

1.1 Australian Consumer Law Notice

This warranty is in addition to your rights under [Australian Consumer Law](#) and does not in any way limit those rights. For further details, please view our [Terms & Conditions](#).

2. Policy Coverage

Aidacare will replace or repair at its option any item or items found to be defective within the stated warranty period.

2.1 7 Year Limited Warranty

Structural frame components - including platform, fork, seat post, and frame welds. (excludes canopy, canopy framework and any accessories).

2.2 5 Year Limited Warranty

Drivetrain - including transaxle, motor, magnetic brake. Related consumable items like motor brushes are not included under this part of the warranty.

2.3 2 Year Limited Warranty

Your Aidacare Mobility Scooter is warranted for two (2) years from the original end user purchase date against faults arising due to defects in any materials or workmanship not qualified by the 1 year limited warranty items or items not covered under warranty.

2.4 1 Year and other Limited Warranty

All electronic parts, including controllers, battery chargers, and wiring harnesses, are covered by a one (1) year warranty. Batteries are covered by a 6 month warranty.

Servicing or repairs to these components must be performed by an authorised Aidacare service provider. Any attempt to open, disassemble, or modify these parts will void the warranty for the specific item.

2.5 Exclusions of Warranty

2.5.1 General

This warranty does not extend to components subject to normal wear and tear, including but not limited to:

- Tyres, tubes, bulbs, fuses
- Upholstery, seat foam, armrests

- Plastic shrouds or cosmetic trims
- Motor brushes, belts
- Batteries damaged due to neglect or improper storage

The warranty does not cover damage caused by misuse, accidents, negligence, lack of maintenance, unauthorised modifications, or failure to comply with operating instructions.

Accessories such as canopies, canopy frameworks, and other accessories are excluded.

2.5.2 Transport and Call-Out Costs

This warranty does not include service callouts and related service costs.

All costs related to transporting a scooter to a service location or requesting an onsite assessment are the responsibility of the owner. Please refer to Aidacare standard terms & conditions, Annexure 4, 3.1 - 3.4. Where it is assessed that a warranty or ACL guarantee applies then Aidacare will reimburse all callout & collection fees charged.

3. Policy Statements

3.1. Warranty Service Period

Mobility scooters must be serviced within every twelve (12) months period of ownership for this warranty to remain valid.

To maintain warranty validity, evidence of all annual servicing (invoice or receipt) for each year of ownership must be kept and made available at the time of any warranty claim.

Failure to carry out and provide proof of annual servicing will void the warranty.

3.2. Service Checks and Warranty Support

Warranty service can be performed only by Aidacare or an authorised Aidacare Network Partner service provider. Please contact your original Supplier or Aidacare Customer Service to confirm service availability and any applicable charges associated with the service visit.

3.3. Commercial Use

All Aidacare scooters used in commercial applications are covered under warranty for a maximum period of twelve (12) months from the date of purchase.

Commercial use includes applications in:

- Shopping centre or Hire fleets
- Delivery, transport or courier services
- Institutional or community-based shared use

These applications are excluded from any reference to the five (5) or two (2) year warranty provisions.

3.4. Warranty Claims

To make a claim, the purchaser must complete our Customer Return / Credit / Product Form and process.

3.5. Storage Guidelines

- Always store the scooter in a dry, sheltered location.
- Avoid exposure to rain, snow, humidity, salt air, or extreme temperatures.
- Never allow electronic components to become wet.
- Store with fully charged batteries; disconnect if storing for more than two weeks.
- Recharge at least once per month to avoid permanent battery damage.
- Freezing conditions can permanently damage low-charged batteries.

3.6. Safe Use

We strongly encourage all customers to watch our [Getting to know you Mobility Device video](#) for practical tips on safe use and basic maintenance.

Approved By: **Sam Collins**
General Manager – Home & Community

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