



Enhance Mobility Warranty Information

Enhance Mobility is the proud distributor to the manufacturers for Solax Technologies and Triaxe Scooters. Their manufacturer warranty information is outlined below:

Solax Technologies: Each Solax Technology Mobility Scooter is issued a 12-month warranty on electrical components and the framework of the scooter. Solax Technologies also provides a 6-month warranty on each Lithium-Ion battery purchased. The warranty begins immediately following purchase.

Triaxe Scooters: Each Triaxe Scooter is issued a 3-year warranty on the frame of the scooter and a 12-month warranty on electrical components. Triaxe Scooters also provides a 6-month warranty on each Lithium-Ion battery. The warranty begins immediately following purchase.

If a warranty issue is suspected, please contact Enhance Mobility at (800) 296-4151. After calling Enhance Mobility and speaking with a Customer Service Representative, it may be determined that the repair is covered under the warranty. The customer has the following options available to them to repair the scooter:

- a.) The customer can have the defective items replaced and shipped directly to them for repair. The customer is responsible for all shipping costs.
- b.) The customer can choose a local dealer or technician to repair the scooter at their cost. The customer is responsible for all shipping costs.
- c.) Enhance Mobility can locate a technician near the customer and have them repair the scooter at their cost. The customer is responsible for all shipping costs.
- d.) The customer can ship the scooter back to Enhance Mobility for repair. Enhance Mobility will perform the necessary labor and replace or repair covered parts at Enhance Mobility's expense. The customer is responsible for all shipping costs.

Enhance Mobility will provide technical assistance to ensure the scooter is repaired properly.

Note: This warranty excludes damages caused by improper operation or maintenance, irregular spare parts, accidents, damages caused by an unauthorized refit of the scooter, or damages caused by natural disasters, such as hurricanes, floods, and earthquakes. Consumables are not covered under the warranty, including but not limited to: tires, bearings, bulbs, trim pieces, etc.

Return shipping must be in original packaging to protect against damage. Enhance Mobility is not responsible for damage caused by shipping.

Warranty information is provided to the customer inside their user manual for each individual scooter. Optional warranty purchases are available. Please speak to your local Mobility Dealer for more details on how to purchase.

For more questions on our warranty(s), please contact Enhance Mobility at (800) 296-4151.



Optional Warranty Options:

Customers can purchase the following warranty options in addition to the standard manufacturer warranty:

- a.) 1-year In-Home Warranty plan: The 1-year In-Home Warranty plan includes all parts of the standard 12-month warranty. The benefit of purchasing a 1 year In-Home Warranty plan allows a technician to come into your home and repair your scooter. All parts and labor are included in the price of this warranty and is valid 1 year from the date of purchase. This warranty option must be purchased within 30 days of purchasing your Solax Technology scooter or Triaxe Scooter. This warranty must be purchased from the location you originally purchased the scooter from. This plan is priced at \$99.00*
- b.) 2-year In-Home Warranty plan: The 2-year In-Home Warranty plan includes all parts of the standard 12-month warranty. It includes the benefits of purchasing the 1 year In-Home Warranty plan, but adds benefit by adding an additional 12 months to the warranty. The warranty must be purchased within 30 days of purchasing your Solax Technology scooter or Triaxe scooter. This warranty must be purchased from the location you originally purchased the scooter from. This plan is priced at \$249.00**

**Customers have 30 days from the date of purchase to add on the 1-year In-Home Warranty or the 2-year In-Home Warranty.*

***Customers may choose to purchase the 2-year warranty within 30 days of the end of their 1-year warranty. The price to upgrade to the 2-year warranty is \$199.00.*

Note: Prices are subject to change.

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