

2X2

WARRANTY & SERVICE LOG



HELLO.

Congratulations on purchasing your new UBCO 2x2.

This booklet is your one stop shop for all your warranty and servicing needs. It outlines the UBCO warranty and servicing requirements and includes a service log to keep track of your 2x2's servicing.

This booklet is designed to compliment and be read in conjunction with your User Manual - please read both carefully before operating the 2x2.

Please ensure you bring this handbook with you and present it to your authorised UBCO Dealer at each scheduled service or any time you require repairs.

Find UBCO online:

[🔗 ubcobikes.com](http://ubcobikes.com)

[📘 fb.com/ubcobikes](https://fb.com/ubcobikes)

[📷 instagram.com/ubcobikes](https://instagram.com/ubcobikes)

[▶ youtube.com/ubcobikes](https://youtube.com/ubcobikes)

Warranty Registration

First things first - record your details below to identify you and your 2x2.

MODEL CODE	VIN No.														
DATE OF SALE	LICENCE PLATE No.						PDI FORM ATTACHED <i>(CIRCLE)</i>								
							YES NO								
DEALER NAME															
<i>Owner Details</i> FIRST NAME															
LAST NAME															
ADDRESS															
POST CODE				PHONE				EMAIL							

01

**LIMITED WARRANTY
STATEMENT**

Introduction

This warranty statement applies to all products sold by UBCO Limited (“UBCO”) within the following categories (collectively referred to as the Products):

1. **Utility Electric Vehicles (UEV)** – excluding power supplies.
2. **Power Supplies** (Portage Power System 40Ah, 48Ah)
 - a. Includes the power supply in your UEV.
3. **Accessories.**

This warranty statement should be read in conjunction with any User Manual supplied by UBCO in relation to the relevant Product. The User Manual will contain more specific and detailed information about the relevant Product, its intended operation and use, maintenance, care, parts and limitations.

Limited Warranty

UBCO warrants to the original retail purchaser that the Products shall be free, under normal use and maintenance, from any defects in material or workmanship for the warranty periods set out below, subject to the qualifications, exclusions, conditions and limitations set out in this warranty statement. Where warranty conditions are met, defective Products or parts will be repaired or replaced (repair or replacement is at UBCO Limited’s discretion).

Standard Warranty Periods

1. **UBCO 2017 2x2** – off-road only
 - a. 12 months.
2. **UBCO 2018 2x2** – Dual-use on- and off-road.
 - a. 12 months.
3. **UBCO Portage Power Supplies** (40Ah, 48Ah)
 - a. 24 months.
4. **Accessories**
 - a. 12 months.
5. **Spare Parts**
 - a. 6 months.

Qualification of UEV Warranty

As the 2x2 is a Utility Electric Vehicle (UEV) that can be ridden on- and off -road, UBCO requires a Pre-Delivery Inspection (PDI) to be carried out prior to customer delivery by an authorised UBCO Dealer. To qualify for this warranty, the UEV must be removed from its original packaging, fully set up and assembled, subject to a PDI, road tested, and delivered by an authorised UBCO Dealer. The Warranty Registration Form must be signed by both the dealer and the purchaser.

Products not requiring a PDI

Products that fall within the Power Supply or Accessory categories (excluding trailers) do not require a PDI but do require proof of purchase as a condition of any warranty claim.

General Exclusions

This warranty does not cover:

1. Products used other than in accordance with their intended use or the use instructions / parameters set out in the relevant User Manual;
2. Products that have been misused, involved in an accident, neglected or abused;
3. Products used for competition including but not limited to racing or trials;
4. Products used for rental purposes or any commercial application other than those for which the Product is intended and which have been specifically approved by UBCO;
5. Products that have been improperly assembled, or where repairs have been made other than by an UBCO certified technician;
6. Products that have not been maintained or serviced in accordance with the instructions set out in the relevant User Manual;
7. Products altered or modified in any way from the manufacturer's specifications;
8. Parts requiring replacement or repair as a result of normal wear and tear.

Specific Category Exclusion

The following exclusions also apply:

UEV Warranty Exclusions:

- ⊙ The planetary gears are considered a wear and tear item and should be regularly inspected and replaced in the event of wear. Wear is related to the level and type of use. Planetary gears and elements of the motor system are designed to protect the main motor. In extreme stress, they may be damaged in order to protect the motor's integrity;
- ⊙ If motor maintenance or repair is performed by a non-UBCO Certified Technician, including if the motor is opened or modified;
- ⊙ If any of the control system parameters are modified from those issued by UBCO for public release;
- ⊙ If water damage occurs as a result of a UEV being used outside of its intended operation and use. Damage includes, but is not limited to; the following component groups: the external controls, electrical system, motors, battery connections and bearings;

- ⊙ If damage is caused by over-torqueing, cross threading, or other damage due to attempted repair by unauthorised service personnel.

Power Supply Exclusions:

- ⊙ If the Power supply is left in a discharged state;
- ⊙ If the Plug connectors (male and female) have not been cleaned and are exposed to dirt, water and other environmental contaminants;
- ⊙ If the case has been opened or tampered with;
- ⊙ If there has been damage caused to the external case or structure e.g. from dropping or accidents;
- ⊙ If used with non-approved or un-certified electrical equipment;
- ⊙ If the product has been submerged under water.

Consumer Law

New Zealand: The Consumer Guarantees Act 1993 (“the Act”) may apply to the transaction covered by this warranty.

In the event that the Act applies, this warranty is to be considered as an express guarantee for the purposes of the Act. Where the terms of the warranty and the provisions of the Act conflict, the provisions of the Act will prevail.

The general exclusion, Limitations and Specific Category exclusions that are contained in this warranty do not in any way restrict or limit any liability that UBCO Limited may have under the Act. However, this warranty and any resultant express guarantee will be subject to the qualifications and limitations of the Act.

This warranty in no way limits or affects UBCO Limited’s obligations to comply with section 6, 9 or 12 the Act.

Australia: 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 compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In the event that the Competition and Consumer Act 2010 applies, this warranty is to be considered as an express guarantee for the purposes of the Act. Where the terms of the warranty and the provisions of the Act conflict, the provisions of the Act will prevail.

United States: All other conditions or warranties, which might otherwise be implied by statute or common law, are expressly excluded to the maximum extent permitted by law.

WARRANTY DISCLAIMER

UBCO Ltd makes no express or implied warranties including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose, except as expressly set forth in the above warranty. UBCO Ltd specifically disclaims all other warranties, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose.

UBCO Ltd makes no express or implied warranties including, but not limited to, any implied warranty

of merchantability or fitness for a particular purpose. UBCO bikes US, LLC specifically disclaims all warranties, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose.

Maximum Liability

To the maximum extent permitted by law, UBCO's maximum liability in contract, tort, equity, statute, regulation or otherwise for any loss, damage, or injury directly or indirectly resulting from any defect in, or non-compliance of, or use of, the Product will not in aggregate exceed the price (excluding GST) for the Product that caused the loss, damage or injury.

Owner's Obligations

Where a User Manual is supplied with a Product, the purchaser of the Product and ultimate end user must review the Manual to understand the operations, limitations, maintenance and care instructions for the Product.

Whilst UEV and Portable Power Supplies have fewer moving parts than a combustion engine vehicle or technology they still require maintenance

to ensure continued safe operation. Every Product will need scheduled maintenance and care, to ensure your warranty is maintained. This will increase the Product's lifespan and reduce life time maintenance.

UBCO Authorised Dealers and Certified Technicians

For a list of UBCO Authorised Dealers and Certified Technicians please see our website.

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**SERVICING &
MAINTENANCE**

Owners Obligations

Each product ships with a detailed User Manual. The owner of the product should review the manual to understand the operations, limitations, maintenance and care of the product.

Whilst UEV and Portable Power Supplies have fewer moving parts than a Combustion Engine Vehicle's or Technology they still require maintenance to ensure its continued safe operation. Every product will need scheduled maintenance and care, to ensure your warranty is maintained. This will increase the products lifespan and reduce life time maintenance.

The owner obligations:

Ensure that the vehicle has scheduled servicing according to the service schedule;

Such servicing should be undertaken at an authorised UBCO dealer;

The owner is responsible for the maintenance obligations and must drop off and pick up the vehicle at his or her cost to an authorised UBCO dealer.

Owner Operation Checks

Refer to page 10 of this Warranty and Service Log for the recommended service schedule. Request the UBCO certified dealer fill in the relevant fields of the service log on pages 11-15.

Insist on only genuine UBCO parts being installed in your product to ensure validity of the warranty.

On Road Schedule

- First Maintenance Service – 2,000km / 1,242mi, or 10 Weeks whichever comes first.
- Second Maintenance Service – 4,000km / 2,485mi, or 6 Months whichever occurs first.
- Third Maintenance Service – 8,000km / 4,970mi, or 12 Months whichever occurs first.
- Fourth Maintenance Service – 12,000km / 7,456mi, or 18 Months whichever occurs first.
- Fifth Maintenance Service – 16,000km / 9,941mi, or 24 Months whichever occurs first.

Once you have completed your 24 month service, we recommend you continue to get your 2x2 serviced every 6 months.

Farming Schedule

For UEV farming conditions require a different maintenance schedule so the following schedule should be used. From 2018 onward UEV's are equipped with a runtime clock, and an odometer.

- First Maintenance Service – 200km / 125mi, 10hrs, or 1 month whichever comes first.
- Second Maintenance Service – 1,500km / 932mi, 100hrs, or 4 months whichever occurs first.
- Third Maintenance Service – 3,000km / 1,864mi, 200hrs, or 7 months whichever occurs first.
- Fourth Maintenance Service – 4,500km / 2,796mi, 300hrs, or 10 months whichever occurs first.
- Fifth Maintenance Service – 6,000km / 3,728mi, 400hrs, or 13 months whichever occurs first.
- Sixth Maintenance Service – 7,500km / 4,660mi, 500hrs, or 16 months whichever occurs first.
- Seventh Maintenance Service – 9,000km / 5,592mi, 600hrs, or 19 months whichever occurs first.
- Eighth Maintenance Service – 10,500km / 6,524mi, 700hrs, or 22 months whichever occurs first.
- Ninth Maintenance Service – 12,000km / 7,456mi, 800hrs, or 25 months whichever occurs first.

*Once you have completed your 25 month service, we recommend you continue to get your 2x2 serviced every 3 months
For specific service requirements tailored to your situation, please contact your local Dealer.*

Service Log

First Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Second Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Third Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Fourth Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Service Log - continued

Fifth Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Sixth Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Seventh Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Eighth Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Service Log - continued

Ninth Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Tenth Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Eleventh Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Twelfth Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Service Log - continued

Additional Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

Additional Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

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Service Log - continued

Additional Service

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Service provider:

Signed:.....

Additional Service

Complete Date serviced:

Odometer:

Hourmeter:

Service provider:

Signed:.....

