

eFOLDi (HML Solutions Pty Ltd) WARRANTY

1. Warranty Policy

A 24 months' Standard Manufacturer Warranty, from Delivery Date, comes with all eFOLDi Products for the mechanical and electrical parts/frames and battery*.

(* See battery warranty clause)

2. Warranty Coverage:

The frame, sub frame, forks, steering column and rear wheels;
Defects In certain materials and workmanship of all eFOLDi products;
The motor, charger, controller unit, horn;
The battery*

3. Not Covered Under Warranty (See separate battery warranty policy)

Normal wear and tear, which includes but is not limited to the following parts where fitted: batteries, armrest pads, upholstery, tyres, inner tubes, fuses and cables, ferrules, controller etc.
Any overloading of the product, please check the manual for maximum user weight.
The product or part has not been maintained or serviced in accordance with the manufacturer's recommendations as shown in the user instructions and/or the service instructions.
Accessories have been used which are not specified as original accessories.
The product or part having been damaged by neglect, accident or improper use.
Changes/modifications have been made to the product or parts, which deviate from the manufacturer's specifications and repairs have been carried out, before our Customer Service has been informed.
If the product has been purchased or transferred from the original purchaser

4. Making a Claim (If purchased directly from eFOLDi Australia (HML Solutions Pty Ltd))

In the event of a warranty claim we ask that the problem be reported to us immediately by calling our office on 1300 465 765 or emailing info@hmlsolutions.com.au We may require you to text or email photos or video to help us determine any issue.

Making a Claim (if purchased from a dealer)

Please contact the dealer you purchased directly from to make your claim and follow their agreed process.

5. Processing a Claim

We and our dealers aim to assess and resolve any claims as quickly as possible to the reduce the impact on you, the customer. In some cases, that may require the product or part being sent back to a workshop for a full assessment.

This must normally be sent in the original packaging. Replacement packaging can be provided at additional cost. The assessment should be carried out quickly, and a claim will be resolved as efficiently as possible.

6. Claim Resolution

In the event of a claim requiring a replacement part, this will have warranty cover for the replacement part for the remainder of the original warranty period.

In the event of the claim not being covered by warranty, this will be invoiced for a replacement part and shipped once payment has been received.

7. Statutory Rights

Nothing In this Manufacturer's Warranty affects your statutory rights if you have bought the product as a consumer.

eFOLDi (HML Solutions Pty Ltd) BATTERY WARRANTY CLAUSE

8. The eFOLDi battery modules are guaranteed for seven (7) years from the date of delivery of purchase of the original retail purchaser of an eFOLDi model mobility scooter if purchased after 1st Jan 2026 and for two (2) years if purchased before 1st Jan 2026.
9. This guarantee extends solely to the battery modules and does not include the battery box, electrical connectors, or charger, which are covered by the separate product warranty.
10. This warranty extends solely to the original retail purchaser and is not transferred upon sale, gift, or trade-in to a new owner.
11. The warranty will be void if any charger other than that provided by eFOLDi, specifically for its mobility scooter and power chair models, is used at any time to charge the eFOLDi battery.
12. Any attempt to open the outer battery case by any user, dealer, or service agent, without prior authorisation in writing from eFOLDi, will void the warranty.
13. Any attempt to tamper with the eFOLDi labelling of the batteries and/or bar codes will deem the warranty as void. You must not remove these labels. If the labels are deemed to have been tampered with and/or swapped when clearly this can be evidenced on review, then this will void the warranty as all batteries are batch recorded from manufacture.
14. If eFOLDi deem that the battery has not been maintained in line with the maintenance guidelines of your User Manual, this will void the warranty. Any interim service that you purchase for your mobility scooter or power chair should include a battery performance check and evidence of service checks should be maintained to support any claim.
15. The warranty is limited to the service or replacement of the eFOLDi battery module parts supplied by eFOLDi at its sole discretion through the original supplying dealer or by us as the manufacturer. It does not extend to any labour, carriage, packaging, or other charges that may arise.
16. eFOLDi will require the original supplying dealer's sales Invoice featuring the mobility scooter and its serial number as evidence in any claim.
17. The warranty specifically excludes damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external cause; operating the product outside the permitted or normal use; or not operated in accordance with the Owner's User manual.
18. Any eFOLDi battery purchased separately where the purchaser has not purchased an eFOLDi mobility scooter, will only qualify for a warranty period of 24 months, all other points of this Battery Warranty clause still apply for the 24 months warranty to be valid. This will also apply to batteries purchased after to Jan 1st 2026.