Omni Warranty Policy

At Conquering Horizons, we're committed to delivering confidence, reliability, and lasting performance with every Omni powered wheelchair. To support that promise, we offer two levels of warranty protection designed to meet your needs over time.

Standard Warranty - 2 Years

Every new Omni wheelchair comes with a 2-year Standard Warranty. This covers defects in materials or workmanship under normal, fair-use conditions.

Extended Warranty - 5 Years ('Peace of Mind' Plan)

For those who want extra reassurance, the 5-year Extended Warranty is available as part of our Peace of Mind Service Plan. This enhanced cover extends protection across all key components for up to five years, ensuring continued performance and support from our expert service team and provides you with peace of mind.

General Conditions

Both warranty options are subject to:

- Reasonable usage and regular maintenance in accordance with the user handbook by Conquering Horizons or an approved service provider.
- Natural wear and tear over time, which is not considered a manufacturing defect.
- Original ownership (warranty is non-transferable without prior agreement).
- Use within the intended design and operational limits of the product.
- Specific details are as per the Warranty Schedule in Annex A.

Exclusions

The warranty does not cover:

- Damage caused by misuse, abuse, neglect, or improper maintenance.
- Accidents, impacts, unauthorised repairs, or modifications.
- Consumable items such as tyres, upholstery, batteries, and fuses.
- Cosmetic damage (e.g., scratches, scuffs, or fading).
- Transportation or storage damage occurring after delivery.
- Software updates, recalibration, or non-essential feature changes.
- Transportation or call-out costs, except where related to an official recall.

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Warranty Claims

In the event of a potential warranty issue:

1. Contact Conquering Horizons or your authorised dealer.
2. Provide proof of purchase and details of the fault.
3. Our support team will assess whether the issue is covered under warranty and guide you through the repair or replacement process.

Warranty Conditions

- Valid only when serviced in accordance with the manufacturer's service schedule by Conquering Horizons or an approved service provider.
- Proof of manufacture date (serial number or UDI) must be provided for any claim.
- The warranty covers repair or replacement of defective components at the Manufacturer's discretion.
- The Manufacturer is not liable for transport, hire, or consequential losses.
- Any unauthorised repair, modification, or non-approved part use may void warranty coverage.

Reasonable Usage

Warranty coverage is subject to reasonable usage, defined as operation within intended design parameters, weight limits, and environmental conditions.

Overloading, water ingress, or prolonged exposure to adverse conditions may invalidate the warranty.

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Annex A - Warranty Schedule

Component Category	Standard Warranty	Peace of Mind Extended Warranty	Description
Electrical Items	2 years	5 years	Controllers, wiring looms, sensors, and electrical accessories.
Controls	2 years	5 years	Joysticks, displays, switches, and control interfaces.
Wiring & Connectors	2 years	5 years	Internal and external harnesses and connectors.
Drive Components	2 years	5 years	Gearboxes, drive motors, and transmission assemblies.
Batteries	1 years	3 years	Failure due to manufacturing defect or capacity loss beyond 20% under normal use (approx. 1,000 cycles).
Chassis and other Cast Components	2 years	5 years	Structural integrity under normal use (excluding corrosion or impact).
Shock Absorbers / Suspension	2 years	5 years	Defects in dampers and springs under normal use.
Plastic Components	2 years	5 years	Moulded parts such as shrouds, covers, and panels, excluding cosmetic deterioration.
Tyres	1 year	1 year	Structural failure due to manufacturing defect (excludes punctures and wear).
Fabric Coverings	2 years	5 years	Seat and backrest upholstery, excluding fading or abrasion from use.
Build & Assembly	2 years	5 years	Workmanship and assembly integrity.
Paint / Finish	1 year	3 years	Structural corrosion or coating defects under normal use.
Software / Firmware	Duration of warranty	Duration of warranty	Software updates directly related to safety, performance, or compliance are included.

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