



Automatic electric vehicle  
WARRANTY and SERVICE BOOKLET

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1.0 Warranty ..... 2  
2.0 Service Schedule ..... 9

# Contents

*1*

**Warranty**

# 1.0 Warranty

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## 1.1 Warranty Policy

### FOREWORD

It is our privilege to welcome you to the family of G-Wiz users. Please carefully read the online owners's manual and quick start manual supplied separately to familiarize yourself with the G-Wiz.

### PRE-DELIVERY INSPECTION

To maximise the performance and your long term enjoyment of your G-Wiz electric car, it has undergone a pre-delivery inspection at our service centre before it is delivered to you.

### PERIODIC INSPECTION AND SERVICE

To maintain your G-Wiz in optimum driving condition, it is vitally important to have it inspected and serviced periodically by skilled technicians in accordance with the maintenance services listed in this booklet.

### PARTS REPAIR AND REPLACEMENT BY WARRANTY

Should any defects in material or workmanship, as is acknowledged by GoinGreen limited, occur within the warranty period, the said part will be repaired or replaced without cost to you, subject to terms and conditions of the warranty explained else where in this booklet.

## 1.1 Warranty Policy

Being a unique vehicle, you are required to get your G-Wiz serviced by our authorised service engineers only. Goinggreen engineers are equipped with special service tools and have the specific technical knowlegde to carry out work safely. They also have adequate stock of genuine spare parts for replacement, where required.

Please note that no warranty claim will be accepted by us if all the due services up to the time of claim have not been completed on the vehicle, by our authorised service engineers.

Should you need any further support from us, you are most welcome to contact us at the following address, quoting your Vehicle Identification Number:(VIN)

Customer Care,  
GoinGreen Limited  
GoinGreen, Green Station, 201  
Beaconsfield Road, Southall,  
Middlesex, UB1 1DA

Phone: (0) 0208 843 0846  
Fax: (0) 02008 574 4232

Email: [service@goinggreen.co.uk](mailto:service@goinggreen.co.uk)

Thank you once again for choosing G-Wiz. We are committed to providing you with a hassle free ownership experience.

### CAUTION

Carrying water bottles / water cans on the rear seat and washing / spraying of car interiors with water is strictly prohibited. Water entry below rear seat, where car electronics are located, may damage the parts.

No warranty claim will be entertained in case of failure of car electronics due to non-adherence of these warning.

## 1.2 New Vehicle Warranty

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GoinGreen Limited, hereinafter referred to as GG, warrants to the owner of each G-Wiz that the G-Wiz shall be free, under normal use and maintenance, from any defects in material and workmanship, subject to the following terms and conditions.

### 1. WARRANTY PERIOD

This warranty shall exist for a period of 24 months from the date of sale or till the G-Wiz covers 16,000 Miles, whichever comes earlier. This warranty is transferable to a subsequent owner and the remaining warranty period will be effective for the new owner.

### 2. WHAT IS COVERED

Except as provided in paragraph 3 hereof, our service centre shall either repair or replace, any G-Wiz genuine part that is acknowledged by GG to be defective in material or workmanship,

within the warranty period set forth in paragraph 1 hereof, without charge to the owner of the G-Wiz

The warranty covers the repair or replacement of G-Wiz genuine parts which are defective in material or workmanship during the warranty period but does not cover anything provided in “3. What is not covered”.. Any defective parts which have been replaced will become the property of GG.

The warranty for the power pack is subject to special conditions laid down as described herewith in addition to the general warranty conditions of the G-Wiz.

### POWER PACK WARRANTY

For the purposes of this warranty, “end of life of battery” shall mean when the capacity of the battery reaches 80% of the standard capacity.

The warranty for the battery pack is subject to the warranty on the G-Wiz and the conditions of the warranty.

Warranty jobs related to power pack are fully covered during the first year while prorata coverage is provided for second year depending upon usage.

#### The power pack warranty will be void if:

- a) The power pack is not serviced at an authorised G-Wiz service centre or by an authorised G-Wiz service engineer during the regular maintenance and service as specified.
- b) The power pack (or individual batteries) is removed, repaired or serviced by any unauthorised person / service centre.
- c) The G-Wiz is driven for more than two times below 20 % depth of discharge or once below 5% depth of discharge level.

- d) Watering is not done within three charge cycles of watering light coming.
- e) G-Wiz is not left on charge if it is being unused for over 7 days.
- f) G-Wiz is left unused for more than 7 days in sub zero degree celsius temperature or more than 7 days without plugged in for charging.
- g) G-Wiz usage is more than 1.5 cycles per day on an average.
- h) G-Wiz owner missing any of the power pack service requirements as specified or not adhering to the above and also conditions mentioned under the owner's manual and quick start manual will forfeit the warranty on the power pack.

The warranty on charger will be void if proper earthing is not provided for charging point.

The warranty on EMS and other electronics will be void if unauthorised person tampers with the tub electronics of the G-Wiz.

### 3. WHAT IS NOT COVERED

The labour, parts or lubricant costs of maintenance services such as brake adjustments, tyre rotation, wheel alignment and balancing, and any other adjustments are not covered under warranty.

The replacement of parts as a result of normal wear, tear and maintenance such as bulbs, fuses, fluids, brake shoes / pads, wiper blades, motor brushes and the like are not covered under warranty.

Repairs and service adjustments caused by misuse (such as competition, racing, overloading etc.) negligence, modification, alteration, tampering, improper adjustments or repairs, accident, natural calamities (like fire, flood, chemical pollution, hail, lightning etc.) usage of fluids not specified by GG and parts not supplied by GG and added on, are not covered under warranty.

Any repairs or replacement required as a result of accidents or collision are also not covered.

Trouble attributable to improper and lack of periodic maintenance services as per service schedule detailed in this booklet shall not be covered under warranty.

Any G-Wiz in which the odometer has been tampered with, changed or disconnected is not covered.

Any vehicle which has been used for purposes other than what it was designed for is not covered.

Any vehicle which has been modified or altered, including without limitation, the installation of performance accessories not covered.

## 1.2 New Vehicle Warranty

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Normal ageing, deterioration or rusting of plated, paint coat, rubber parts, upholstery and soft trim etc are not covered under warranty.

Incidental and consequential damages such as payment for loss of vehicle, telephone calls, vehicle rentals charges, loss of time, inconvenience or commercial loss are not covered under warranty.

GG accepts no liability for loss or damage, direct or otherwise, for any accident or effects of any accident, resulting from defects in material or workmanship or otherwise.

GG does not recommend any additional electrical accessories fitment apart from the standard accessories allowed by the company. Any installation of such accessories will be exclusively on customer risk. GG reserves the right to terminate the warranty in such cases.

### 4) EXTENT OF WARRANTY

This warranty is the entire written warranty given by GG for G-Wiz and no dealer or its agent or employee is authorised to extend or enlarge this warranty and no dealer or its agent or employee is authorised to make any oral warranty on GG's behalf.

GG reserves the right to add any improvements or change the design of any model at any time with no obligation to make the same changes on units previously sold.

This warranty is expressly in lieu of all other warranties expressed or implied and all other obligations or liabilities on its part.

All disputes arising out of this warranty shall be subject to the jurisdiction of the UK courts.

### 5) OWNER'S RESPONSIBILITY

To obtain warranty service, the owner is obliged to drive the G-Wiz as specified in the owners's manual and quick start manual.

Further, the complete vehicle must be presented at the owner's expenses to any G-Wiz service centre.

Maintenance services are the owner's responsibility. The owner is also responsible for any repair or replacements which are not covered by this warranty.

You should retain evidence that proper maintenance has been performed on your G-Wiz Electric Car.

Claims made during the warranty period will not qualify under the warranty if resulting from lack of maintenance rather than from defective or workmanship.

It is mandatory that such services be performed only by our authorised service engineers using G-Wiz genuine parts.

Please note that the maintenance services described in this booklet should be performed even more frequently if your G-Wiz is subject to severe conditions such as operation in extremely dusty or extreme (high or low) temperature areas.

When you change your residence, you must have the new address registered at your nearest G-Wiz authorised service centre.

The "maintenance record" and "service record" for your G-Wiz will be updated by the authorised service centre.

### GG RESPONSIBILITY:

If any defect(s) should be found in a G-Wiz Electric Car within the term stipulated above, GG's only obligation is to repair or replace at its sole discretion any part shown to be defective, with a new part or the equivalent at no cost to the owner for parts or labour, when GG acknowledges that such a defect is attributable to faulty material or at the time of manufacture.

# 2

## Service Schedule

Service at the interval listed x 1,000 miles or number of months, whichever comes first	x 1000 miles x months	0.6	3.75	7.5	11.25	15	18.75	22.5	26.25	30	33.75	37.5	41.25	45
		I	6	12	18	24	30	36	42	48	54	60	66	72
<b>9.1 FRONT &amp; REAR SUSPENSION SUB-ASSEMBLY</b>														
Front & Rear Suspension Strut Bushes		I	I	I	I	I	I	I & R	I	I	I	I	I	I & R
Stabilizer bar bushes			I	I & R				I & R				I & R		
A-arm Bushes			I	I	I	I	I	I & R	I	I	I	I	I	I & R
A-arm Ball Joint (play, loose)		I	I	I	I	I	I	I & R	I	I	I	I	I	I & R
Trailing Arm Bushes		I	I	I	I & R	I & R	I & R	I	I & R	I & R	I & R	I	I & R	I & R
Panhard Rod Bushes		I	I	I	I	I	I	I & R	I	I	I	I	I	I & R
All Bolts and Nuts			I	I	I	I	I	I	I	I	I	I	I	I
<b>9.2 STEERING SUB-ASSEMBLY</b>														
Steering Wheel (play, loose)		I	I	I	I	I	I	I	I	I	I	I	I	I
Steering Rack & Pinion		I	I	I	I	I	I	I	I	I	I	I	I	I
Tie Rod End Ball Joint		I	I	I	I & R	I & R	I & R	I	I & R	I & R	I & R	I	I & R	I & R
All rods, arms & mountings + linkages		I & L	I	I	I & L	I & L	I & L	I	I & L	I & L	I & L	I	I & L	I & L
<b>9.3 BRAKE SUB-ASSEMBLY</b>														
Brake Fluid (level, leakage)		I	I	I	R	R	R	I	R	R	R	I	R	I
Brake Pedal (play)		I	I	I	I	I	I	I	I	I	I	I	I	I
Brake shoes		I	I	I	I	I	I	I	I	I	I	I	I	I
Brake Master cylinder		I	I	I	I	I	I	I	I	I	I	I	I	
Wheel Cylinder Brake Pipes * Hoses (leakage, damage)			I		I & R	I & R	I & R		I & R	I & R	I & R		I & R	I & R
Brake Pedal Bush Parking Brake Lever & Cable (play, damage)		I & L	I	I & L	I & L	I & L	I & L	I & L	I & L	I & L	I & L	I & L	I & L	
Regen Braking		Check & Adjust every 7500 miles												

A = Adjust, C = Clean, L = Lubricate, R = Replace, I = Inspect & Correct, T = Tighten to Specified Torque

NOTE: INSPECT can lead to REPLACE, based on condition of part.

Service at the interval listed x 1,000 miles or number of months, whichever comes first	x 1000 miles x months	0.6	3.75	7.5	11.25	15	18.75	22.5	26.25	30	33.75	37.5	41.25	46
		I	6	12	18	24	30	36	42	48	54	60	66	72
<b>9.4 TRANSMISSION SUB-ASSEMBLY</b>														
Transmission Check		I	I	I	I	I	I	I	I	I	I	I	I	I
Transmission Oil Leakage		I	I	I	I	I	I	I	I	I	I	I	I	I
Transmission Oil Level		I	I	I	I	I	I	I	I	I	I	I	I	I
Oil Replacement		R	I		I	R	I		I	R	I		I	R
Rear Axle Bearings		I	I	I	I	I	I	I	I	I	I	I	I	I & R
<b>9.5 WHEEL &amp; TYRES</b>														
Tyre Rotation		I Every 3000 miles I												
Tread Wear		I	I	I	I	I	I	I	I	I	I	I	I	I
Clean - Wheel Rim & Tyres		I	I	I	I	I	I	I	I	I	I	I	I	I
Front & Rear Wheel Bearings (loose, damage)		I	I	I	I	I	I	I & R	I	I	I	I	I	I & R
Wheel Alignment		I Every 7500 miles I												
<b>9.6 BODY</b>														
All Chassis Bolts & Nuts		I	I	I & T	I	I & T	I	I & T	I	I & T	I	I & T	I	I & T
All Latches, Hinges & Locks		I	I	I & L	I	I & L	I	I & L	I	I & L	I	I & L	I	I & L
All Body Panels, Beading (vibration, rattling, looseness)		T	I	T	I	T	I	T	I	T	I	T	I	T

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NOTE: INSPECT can lead to REPLACE, based on condition of part.

Service at the interval listed x 1,000 miles or number of months, whichever comes first	x 1000 miles	0.6	3.75	7.5	11.25	15	18.75	22.5	26.25	30	33.75	37.5	41.25	46
	x months	1	6	12	18	24	30	36	42	48	54	60	66	72

### 9.7 ELECTRICAL / ELECTRONICS SUB-ASSEMBLY

Specific Gravity	Inspect at every Service / 7500 miles.													
Refill of Battery Water	Top up every 500 miles or when LOW BATTERY LIGHT comes ON													
Accelerator Pot Adjustment	I & A	I	I & A	I	I & A	I	I & A	I	I & A	I	I & A	I	I & A	I
Water Leak at the Top	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Electrical Switch Functioning	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Lighting System	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check Motor Power Cable	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Wiring Harness connection	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check for Busbar connections	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Motor (brushes)	I	I	I	I	I	I	I	I	I	I	I	I	I	I
EMS - download the data & analyse	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Rear Tub Electronics	C	I	C	I	C	I	C	I	C	I	C	I	C	I
Power Pack	C & L	I	C & L	I	C & L	I	C & L	I	C & L	I	C & L	I	C & L	I
Charger / Controller Heat Sink	C	I	C	I	C	I	C	I	C	I	C	I	C	I
Battery Ventilation Fan	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Charge Port Flap - Micro switch	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Charge Cable	I	I	I	I	I	I	I	I	I	I	I	I	I	I
SOC Gauge	I	I	I	I	I	I	I	I	I	I	I	I	I	I

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NOTE: INSPECT can lead to REPLACE, based on condition of part.