



**Automatic electric vehicle**

**WARRANTY and SERVICE BOOKLET**

For Service and assistance contact

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## Contents

## 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 Owners's Manual and Quick Start Manual supplied separately to familiarise 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 top 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, acknowledged by GoinGreen Limited, occur within the warranty period, the said part will be repaired or replaced without cost to you, subject to the terms and conditions of the warranty.

This booklet should be kept in your safe custody and should be available with the vehicle, at the time of service.

After each service is completed on the car, the corresponding coupon should be handed over to the G-Wiz Service Engineer.

## 1.1 Warranty Policy

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Being a unique vehicle, you are required to get your G-Wiz serviced by our Authorised Service Engineers only. Our Mobile and Authorised Service Centres are equipped with special service tools and facilities manned by company trained technical personnel. They also carry stocks 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 the claim have not been completed on the vehicle, by our Authorised Service Engineers.

Should you need any further support from us, please contact us quoting your Vehicle Identification Number (listed on page 1):

Customer Care,  
GoinGreen  
201 Beaconsfield Road  
Southall, Middlesex  
UB1 1DA  
UK

Email: [service@goinggreen.co.uk](mailto:service@goinggreen.co.uk)  
Phone: 0208 574 3232  
Fax: 0208 574 4232

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

## 1.2 New Vehicle Warranty

GoinGreen, hereinafter referred to as GG, warrants to the owner / lessee 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 2 years from the date of sale / lease or 16,000 miles, whichever comes earlier.

### 2. WHAT IS COVERED

Except as provided in paragraph 3 hereof, our Service Engineer or 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 “Items not covered by Warranty”. 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.

Warranty jobs related to the Power Pack are fully covered during the first year while prorata coverage is provided for the second year depending on usage.

The Power Pack warranty will be void if:

- a) The power pack is not serviced at an authorised G-Wiz Service Center or by an Authorised G-Wiz Service Engineer during the regular maintenance and service as specified.
- b) The Power Pack (or individual batteries in the same) 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 on. Watering is to be done using only distilled water.

## 1.2 New Vehicle Warranty

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- e) The G-Wiz is not left on charge if it is being unused for over 7 days.
- f) The G-Wiz is left unused for more than 7 days below zero degree Celsius without plugged in for charging.
- g) The G-Wiz usage is more than 1.5 cycles per day on average.
- h) The G-Wiz owner / lessee misses any of the Power pack Service Requirement as specified above or does not adhere to conditions mentioned in the Owner's Manual and Quick Start Guide.

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

The warranty on the CD / radio is covered by a separate warranty from the manufacturer.

### 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 the 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 brush, tyre wear, AC gas Charging 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 disasters (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 replacements required as a result of accidents or collisions are also not covered.

Problems attributable to improper and lack of periodic maintenance services as per the 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 is not covered.

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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 the fitting of any additional electrical accessories apart from the standard accessories allowed by the company. Any installation of such accessories will be exclusively at the customer's 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 agent or employee is authorised to extend or enlarge this warranty and no dealer or 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 UK courts.

## 1.2 New Vehicle Warranty

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### 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 guide. The complete vehicle must be presented at the agreed time and location to your G Wiz Service Engineer.

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.

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

It is mandatory that such services be performed only by our Authorised Service Engineer using 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 GG by e-mailing: [service@goinggreen.co.uk](mailto:service@goinggreen.co.uk), quoting your name, old address, new address and VIN Number (see page 1)  
If the "Owner's Manual and Warranty Booklet" is lost or destroyed, the owner should immediately consult the Customer Care Department at GG for instructions concerning replacement of the same.

### GG RESPONSIBILITY:

If any defect(s) should be found in a G-Wiz 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.

### MOBILE SERVICE POLICY

For the majority of our customers GoinGreen will provide a mobile service facility as a part of our "No Hassle", customer philosophy. All routine service and maintenance work is carried out by a qualified Service Engineer at your nominated home or work location wherever off-street parking is available. Major work is undertaken by one of our GoinGreen approved partners. To book a service please email at [service@goinggreen.co.uk](mailto:service@goinggreen.co.uk) quoting name, registration number, full address of the service location, and contact telephone numbers. Please make sure we have your work, home and mobile number to avoid any confusion.

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## Service Schedule

## Service Schedule

Service at the interval listed x 1,000 miles or number of	x 1000 miles	0.5	4	8	12	16	20	24	28	32	36	40	44	48
	x months	1	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 (oil leakage) + Bushes								& R						& R
A-arm Bushes								& R						& R
A-arm Ball Joint (play, loose)								& R						& R
Trailing Arm Bushes					R			R			R			R
Panhard Rod Bushes								& R						& R
All Bolts and Nuts														
<b>9.2 STEERING SUB ASSEMBLY</b>														
Steering Wheel (play, loose)														
Steering Rack & Pinion														
Tie Rod End Ball Joint												& R		
All rods, arms & mountings linkages	& L					& L				& L				
<b>9.3 BRAKE SUB-ASSEMBLY</b>														
Brake Fluid (level, leakage)														
Brake Pedal (play)														
Brake shoes														
Brake Master cylinder														
Wheel Cylinder Brake Pipes * Hoses (leakage, damage)						& R				& R				& R
Brake Pedal Bush Parking Brake Lever & Cable (play, damage)	& L	& L	& L	& L	& L	& L	& L	& L	& L	& L	& L	& L	& L	& L
Regen Braking		Check & Adjust every 4000 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	0.5	4	8	12	16	20	24	28	32	36	40	44	48
	x months	1	6	12	18	24	30	36	42	48	54	60	66	72
<b>9.4 TRANSMISSION SUB-ASSEMBLY</b>														
Transmission Check														
Transmission Oil Leakage														
Transmission Oil Level														
Oil Replacement		R					R				R			
Rear Axle Bearings								& R						& R
<b>9.5 WHEEL &amp; TYRES</b>														
Tyre Rotation		Every 4000 miles												
Tread Wear														
Clean - Wheel Rim & Tyres														
Front & Rear Wheel Bearings (loose, damage)								& R						& R
Wheel Alignment		Every 4000 miles												
<b>9.6 BODY</b>														
All Chassis Bolts & Nuts				& T		& T		& T		& T		& T		& T
All Latches, Hinges				& L		& L		& L		& L		& L		& L
All Body Panels, Beading (looseness)		T	T	T	T	T	T	T	T	T	T	T	T	T

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	x 1000 miles	0.5	4	8	12	16	20	24	28	32	36	40	44	48
	x months	1	6	12	18	24	30	36	42	48	54	60	66	72
<b>9.7 ELECTRICAL / ELECTRONICS SUB-ASSEMBLY</b>														
Specific Gravity	Inspect at every 4000 miles.													
Refill of Battery Water	Top up every 800 miles or when LOW BATTERY LIGHT comes ON													
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
Rear Tub Electronics	C	C	C	C	C	C	C	C	C	C	C	C	C	C
Power Pack	C & L	C & L	C & L	C & L	C & L	C & L	C & L	C & L	C & L	C & L	C & L	C & L	C & L	C & L
Charger / Controller Heat Sink	C	C	C	C	C	C	C	C	C	C	C	C	C	C
Battery Ventilation Fan	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Drive test and data download	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Under body check	I	I	I	I	I	I	I	I	I	I	I	I	I	I
EMS data download	I	I	I	I	I	I	I	I	I	I	I	I	I	I

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.**