



G Series

WARRANTY

Gorilla **G Series (This warranty does not apply to other models or series)**

Consumer Limited Cart Warranty

Gorilla provides a consumer focused warranty for the original owner of its carts that is supported by Gorilla retail stores and retail servicing partners or dealers. Customer satisfaction is our number one priority! Gorilla has written this warranty in a transparent way so that our customers know what is and what is not covered on their cart via their warranty. It's essential to understand that ownership of a Gorilla cart does require the purchaser to provide proper care and routine maintenance to the cart and battery (s). Neglect or failure to maintain proper care, and or perform routine maintenance can void the warranty. It's critical to understand, some components, such as but not limited to batteries and tires, are covered under their manufacturer's limited warranties, and are not covered by the Gorilla warranty. The "Best in Class" Ganfeng Lithium Battery is warranted by Gorilla.

The Gorilla Limited Warranty is for **consumer use** only and is **non-transferable**. The Limited Warranty is issued to the original individual purchaser that is reflected on the customer warranty online registration. Warranty coverage begins at the time of sale. All warranties must be registered online within 15 days of purchase at <https://gorillaridesev.com/pages/warranty>. This warranty does **not** cover pickup and delivery costs to transport the cart to the service center.

The Limited Warranty, as it pertains to specific covered components, will range from 6 months to five years on consumer used Gorilla carts as outlined in the below guidelines. This is a **consumer based limited warranty** and any commercial use will **void** the warranty. Gorilla offers commercial limited warranty coverage for a period of six months. Commercial use is classified as but not limited to rentals, commercial sites, institutional and industrial. All care and maintenance requirements herein apply.

The Gorilla consumer limited warranty includes parts plus limited labor for defective components whose failure is solely confirmed to be a manufacturing defect or workmanship. Failure must occur under normal use and be reviewed by a Gorilla retail store or servicing partner/dealer during the warranty period. The approved warranty repair must be completed at a Gorilla retail store or servicing partner/dealer. In the event there is not a reasonably close Gorilla retail store or servicing partner/dealer to the warranty cart, Gorilla's limit of liability is limited to a "parts only" warranty as outlined on an approved basis. Any part that Gorilla determines defective due to faulty workmanship may be repaired or replaced, with new or remanufactured parts, and those parts will be covered under warranty for the remainder of the warranty term. Any part warranted by Gorilla must be returned to Gorilla within 15 days of delivery of the warranted part with proper documentation including failure codes, serial number of the cart and details of failure. If the part is not returned to Gorilla within the timeframe allotted, the part must be paid for by the cart owner at standard rates.



# WARRANTY

The Limited Warranty is dependent on the Gorilla owner adhering to proper care and regular maintenance of the cart. Lack of proper care and regular maintenance can result in accidents, injury, component damage, fire and death. Additionally, manipulation of the Gorilla cart from its original purchased condition will **void the warranty** and can cause injury and damage to the cart.

Examples of items that will immediately void the warranty are as follows (but not limited to): modifying the suspension in any way, cart in any sort of accident, modifying the speed or acceleration in any way, improper maintenance of the battery system, installing the wrong size or brand of batteries, installing the wrong size wheels or tires, installing aftermarket light kits, installing trailer hitches or cargo beds, improper storing of the battery without use for extended periods of time, use of the wrong gauge charging cable or extension cords, cart sitting too long creating flat spots on the tires and installation of any aftermarket electronics.

Gorilla makes no other warranty of any kind expressed or implied. Gorilla makes no other representation or warranty of any kind and no other party (employee, retail store, servicing partner, dealer etc) may imply, represent or promise anything that varies from the terms of this warranty. The purchaser's sole remedy is repair or replacement of the defective parts under the terms of this warranty.

## WARRANTY PERIOD

### Components Covered:

**5**  
YEARS

Ganfeng Lithium Ion Battery, BMS System, frame, structural welds, front A arms, brake caliper structure, front spindles. Non-OEM wheels void this coverage on suspension parts.

**3**  
YEARS

Controller, body panels deformations (excludes cracks, paint and contact damage), seat belts, properly maintained battery cables, wheels hubs, rack and pinion.

**2**  
YEARS

Motor, e-Brake, on-board charger, pedal assembly, brake master cylinder and lines, front and rear disc brake, seat arm rests, seat hinges, rear seat kit, steering column, shocks, leaf spring, steering gear box, bumpers (with no contact damage), transaxle, switches and housings, headlight and tail light assembly (not the bulbs), DC converter, main wiring harness, turn signal assembly. Note: Seat cushions are excluded and any sign of water or corrosion in the electronics parts voids the warranty.



# WARRANTY

**1**  
YEAR

Windshield, fender flares, forward and reverse switch, voltage regulator, roof, mirrors, power steering, tie-rods, dash, seat cushions. Note: any items damaged by water or foreign objects will not be covered by the warranty.

**6**  
MONTHS

Paint or body finishes, seat coverings, floor mats, audio system, trim, electrical connection, solenoid, sensors, speakers, LED light kits, subwoofers and optional accessories added by Gorilla (sun damage excluded).

**NO**  
WARRANTY

Regular wear and tear items such as: Fading due to cart being left outside, brake pads, tires due to unattended alignment needed or too much weight on the cart, decals, fuses, bushings or any items that deteriorates under normal driving conditions.

**WARRANTY**  
**BY OTHERS**

Tires and lead acid batteries.

**\*The warranty periods are subject to exclusions detailed in this document. Properly maintained components are covered under this limited warranty for the period stated above.**

Lead acid OEM batteries must be maintained properly by the Gorilla cart owner to be warranted by the battery manufacturer. In the event that the batteries are not properly maintained the manufacturer will not warranty the product. Examples of improper care are (but not limited to): overcharging, undercharging, over watering, under watering, subjecting batteries freezing, subjecting the battery to discharge without proper charging while in storage. Lead acid battery warranty replacement is the determination of the battery manufacturer, not Gorilla.

Ganfeng Lithium Ion Battery is subject to a 5 year full replacement warranty. The warranty will be voided if: an improper or non approved charger is used to charge the battery, the battery case is opened or seal broken, the cart electrical system has been modified in any way, the battery systems have been wet or water on the components, the speed of the cart adjusted, the battery has been "jumped" or surged in anyway, any attempts have been made to reduce the battery life, routine maintenance has not been performed (such as tire rotations, proper charging, proper lubricantes), neglect, fire, wreckage, melted terminals, aftermarket electronics are added to the cart, freezing, reverse charged, tampering, shortage due to improper home electrical system and electrical overloads. All batteries reduce in range capacity over time and use. A reduction in range over time does not constitute a defective battery. This battery requires a four hour charge.



# WARRANTY

Battery Maintenance	Lead -Acid	Genfeng LiEnergy
Add distilled water only if needed	✓	
Check the batteries water level after every charge	✓	
Add water to bring level to the top of the plates before charging	✓	
Never charge the battery with the tops open or off exposed to the air	✓	
Review and inspect battery terminals for corrosion or loose connections before/after every charge	✓	✓
Fully charge once every 30 days at a minimum	✓	
Batteries need to be kept fully charged	✓	
The onboard charger is specifically set up to charge the battery in the cart.	✓	✓
No other charger should be used other than what came with the cart	✓	✓
Make sure that the cart is off and no electrical current is being pulled or used by the cart while charging	✓	✓
Avoid charging batteries in temperatures above 115 degrees	✓	<b>130°</b>
Do not discharge battery or batteries below 20%	✓	





# WARRANTY

Short term storage range, 30 days at most = 4°F to 104°F

Long term storage range, 180 days at most = 4°F to 86°F

Operation temperature range, do not run outside of this range: 4°F to 140°F

Charging temperature range, **do not charge outside of range**, 32°F to 130°F

**DISCLAIMER: THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED FOR THE CART AND IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ALL SUCH OTHER WARRANTIES BEING EXPLICITLY DISCLAIMED. LIABILITY LIMITATIONS:** IN NO CASE SHALL GORILLA BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO DEATH, PERSONAL INJURY OR PROPERTY DAMAGE ARISING FROM OR RELATED TO ANY ALLEGED FAILURE IN A CART OR BATTERY CHARGER, OR ANY DAMAGE OR LOSS TO THE PURCHASER OR ANY THIRD PARTY FOR LOST TIME, INCONVENIENCE OR ANY ECONOMIC LOSS, WHETHER OR NOT GORILLA WAS APPRISED OF THE FORESEEABILITY OF SUCH DAMAGES OR LOSSES. THE RIGHT OF PURCHASER TO RECOVER DAMAGES WITHIN THE LIMITATIONS SET FORTH IN THIS SECTION IS PURCHASER'S EXCLUSIVE ALTERNATIVE REMEDY IF THE LIMITED REMEDY OF REPAIR OR REPLACEMENT OF THE CART FAILS OF ITS ESSENTIAL PURPOSE. THE PARTIES AGREE THAT THIS ALTERNATIVE REMEDY WILL BE ENFORCEABLE EVEN IF THE LIMITED REMEDY OF REPAIR OR REPLACEMENT FAILS OF ITS ESSENTIAL PURPOSE. ANY LEGAL CLAIM OR ACTION ARISING THAT ALLEGES BREACH OF WARRANTY MUST BE BROUGHT WITHIN THREE (3) MONTHS FROM THE DATE THE WARRANTY CLAIM ARISES. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST, SO THE ABOVE EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

To begin a warranty claim please contact the company or location you purchased the cart from.