



PlusGuard

Extended Warranty for Powerchairs & Mobility Scooters

Extra protection. Simple support. More peace of mind.

1 YEAR EXTRA	2 YEARS EXTRA	3 YEARS EXTRA
£120	£200	£300
One additional year after your free 12 months	Two additional years after your free 12 months	Three additional years after your free 12 months

PlusGuard continues your protection after the free 12-month MobilityPlus warranty ends.

How your cover works

1

Free 12-month warranty

Starts automatically from the date your product is delivered.

2

Buy PlusGuard within 30 days

Choose 1, 2 or 3 additional years of cover.

3

No activation needed

Your cover is logged electronically and PlusGuard starts automatically when the free warranty ends.

For eligible MobilityPlus powerchairs and mobility scooters.

1. What PlusGuard covers

PlusGuard is an extended warranty for eligible MobilityPlus powerchairs and mobility scooters. It must be purchased within 30 days of buying your product. Your warranty is logged electronically: the free 12-month warranty is activated automatically from the date of delivery, and your PlusGuard cover activates automatically when that initial warranty lapses.

INCLUDED

- Parts and labour for covered mechanical and electrical faults
- Motor, controller and gearbox failure
- Battery charger faults
- Collection for repair and return of the product back to you

What is not included

NOT INCLUDED

- Accidental damage, loss or theft
- Consumable items, including tyres, inner tubes and upholstery
- Batteries after the first 12 months - batteries are therefore not covered during the PlusGuard extended period
- Faults caused by misuse, modification or third-party servicing
- General wear and tear

Warranty and insurance work differently

PlusGuard is designed for covered mechanical and electrical faults. Separate mobility insurance can protect against risks that a warranty does not cover, including accidental damage, theft and third-party liability claims - for example, claims arising if your mobility equipment causes injury to another person or damage to their property. MobilityPlus works with Fish Insurance, which offers cover for mobility scooters and powered wheelchairs. Policy limits, terms and exclusions apply.

Eligible products

PlusGuard is available for powerchairs and mobility scooters. It is not described by this guide as cover for rollators, manual wheelchairs, riser recliners, accessories or other product categories.

2. How to make a PlusGuard claim

If your product develops a fault during the PlusGuard period, contact MobilityPlus by phone or email. Our team will first try to understand and diagnose the problem before deciding the most appropriate next step.

1

Contact us

Tell us what has happened and provide the information our team needs to identify your product and warranty.

2

Diagnosis

We will troubleshoot the fault with you. Where practical, we may determine that a replacement part can resolve the issue.

3

Part or repair

Where suitable, we may send a replacement part. If the product requires workshop attention, we will arrange collection for repair.

4

Repair & return

Covered parts and labour are provided under PlusGuard, and a product collected for a covered repair will be returned to you.

Return-to-base support

PlusGuard operates on a return-to-base basis. We will normally attempt diagnosis first and may send a replacement part where this is a suitable remedy. If the fault requires workshop repair, collection and return are included for a covered claim.

Engineer visits are not the standard PlusGuard repair route. Where a problem can reasonably be resolved by supplying a part, this may be offered before collection or other repair arrangements are made.

Loan products

Where a covered repair or the required parts are expected to take more than two weeks, a loan product may be offered, subject to availability and suitability.

3. Key terms & customer responsibilities

The following points summarise the operating principles of PlusGuard and should be read alongside the cover and exclusions in this guide.

TERM	PLUSGUARD POSITION
Purchase & activation	PlusGuard must be purchased within 30 days of purchasing the eligible product. Cover is logged electronically and activates automatically: the free 12-month warranty runs from the date of delivery, then PlusGuard starts when it lapses.
Cover period	PlusGuard continues for the additional 1, 2 or 3 years purchased.
One plan, one product	Each PlusGuard plan is registered against one specific eligible powerchair or mobility scooter. It cannot cover multiple products, be moved between products, or be transferred to another customer.
Covered faults	The warranty applies to covered mechanical and electrical faults arising during the PlusGuard period, subject to the exclusions in this guide.
Diagnosis first	Customers should contact MobilityPlus before arranging repairs. We may troubleshoot remotely and may supply a replacement part where appropriate.
Third-party work	Faults caused by modification or third-party servicing are excluded. Unauthorised work may affect whether a subsequent fault is covered.
Misuse / accidental damage	These are not covered by PlusGuard. If inspection shows that a reported issue results from misuse or accidental damage, reasonable collection, delivery, inspection or repair charges may apply.

Quick questions

When do I buy and activate PlusGuard?

Buy PlusGuard within 30 days of purchasing your eligible product. There is nothing else to activate: cover is logged electronically, with the free warranty starting on delivery and PlusGuard starting automatically when it lapses.

Does PlusGuard replace the free warranty?

No. It extends protection after the free 12-month warranty has finished.

Are batteries covered?

Batteries are covered only under the applicable original 12-month warranty terms. They are not covered during the PlusGuard extended period.

Is accidental damage covered?

No. PlusGuard covers qualifying mechanical and electrical faults. Accidental damage, theft and third-party liability are risks that may instead be covered by a separate mobility insurance policy, subject to that policy's terms and exclusions.

Do I have to pay to send a covered repair back?

Collection for a covered repair and return back to you are included. Charges may apply where an issue is found to fall outside PlusGuard cover.

Can I use a local repairer?

Contact MobilityPlus first. Faults caused by third-party servicing or modification are excluded.



Need to make a claim?

Contact MobilityPlus by phone or email. Our team will diagnose the issue and guide you through the next step.

Warranty + insurance

PlusGuard protects against qualifying mechanical and electrical faults after the original warranty ends. Separate mobility insurance can provide protection for other risks such as accidental damage, theft and third-party liability claims. MobilityPlus can introduce you to Fish Insurance to discuss the cover available and your needs.

Insurance is provided by Fish Insurance. Policy limits, terms and exclusions apply. MobilityPlus Wheelchairs Ltd is an Appointed Representative of Fish Administration Limited, which is authorised and regulated by the Financial Conduct Authority (Firm Reference Number 310172).

This document is a product guide summarising PlusGuard cover. Statutory consumer rights are unaffected.