SEGWAY®

Powersports › Canada

LIMITED WARRANTY GUIDE



WARRANTY

BUILT FOR MORE™

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LIMITED WARRANTY GUIDE

PLEASE READ THIS GUIDE CAREFULLY
BEFORE USING YOUR SEGWAY CANADA PRODUCT.

SEGWAY CANADA

Demon Distributing Inc., having its place of business at 25A East Pearce Street, Richmond Hill, Ontario, L4B 0B2 (hereinafter referred to as “SEGWAY Canada”), warrants to the current or subsequent owner of a new Segway Canada product, distributed in Canada by Segway Canada and sold by an authorized Segway Canada dealership, that during the applicable warranty period, the vehicle shall be free from defects in materials and workmanship, subject to the conditions, exclusions, and limitations set out herein. Proper use and maintenance must be observed at all times.

INDUSTRY LEADING 5 YEAR LIMITED WARRANTY

CONFIDENCE
YOU CAN RIDE

QUALITY
YOU CAN TRUST

SUPPORT
YOU CAN COUNT ON

Eligibility

The Segway Canada product must have been inspected and delivered according to assembly and preparation procedures established by Segway Canada at a Segway Canada authorized dealership that has an active and up-to-date sales and service contract.

* Limited extended warranty applies to eligible model year 2026 and newer vehicles
* Limited extended warranty applies to all UTV's purchased on or after November 1, 2026

Exclusions

1. Any Segway Canada product used in racing, competition, or other similar activity.
2. Any Segway Canada product used for rental or commercial activities.
3. Any Segway Canada product imported to Canada by an importer other than Segway Canada and which is not sold by a Segway Canada authorized dealership.
4. Any Segway Canada product exported outside of Canada.
5. The limited extended warranty does not apply to all Villain models, and AT10 Mud models.

TERMS

The warranty provided by Segway Canada is divided into two main coverage periods:

- **Complete Limited Warranty:** Coverage begins on the date of delivery, or on the final retail sale date of the new Segway Canada product if the sale occurs before delivery.
- **Limited Powertrain Warranty:** Coverage begins on the first day following the expiration of the Complete Limited Warranty.

Project	EXTENDED WARRANTY PERIOD		
	3rd Year or 10,000 km	4th Year or 10,000 km	5th Year or 10,000 km
Coverage	Powertrain & Frame	Powertrain	Powertrain

COMPLETE LIMITED WARRANTY

The Complete Limited Warranty applies to the covered components of the Segway Canada product, including accessories provided at the time of delivery. This warranty covers manufacturing defects in materials or workmanship, subject to the conditions, exclusions, and limitations outlined in this document.

FRAME LIMITED WARRANTY: The frame limited warranty covers only the original welded, load-bearing main frame tubes and factory-original welded joints of the vehicle.

Powertrain limited warranty

The powertrain limited warranty is defined by the components in direct contact with motor oil and gear oil related to any factory defect in material or assembly subjects to the conditions, exclusions, and limitations stated in this document.

Coverage and application

Any factory defects in material or assembly, inspected by a Segway Canada authorized dealership during the term and the definition of limited warranty, shall be repaired or replaced by the said dealership, free of charge for parts and labour.

All parts replaced under warranty become the property of Segway Canada.

Deductible

Only repairs falling under the powertrain limited warranty term are subject to a deductible. The deductible amount is $100 for each repair. This amount is subject to change without prior notice.

Liability limitations

THIS WARRANTY IS AGREED ON AND REPLACES ANY OTHER EXPRESSED OR IMPLIED WARRANTY, INCLUDING BUT NOT LIMITED TO ANY MERCHANTABILITY WARRANTY OR ANY SUITABILITY WARRANTY FOR PARTICULAR USE OR ENDS. TO THE EXTENT THAT IT CAN NOT BE WAIVED, THE DURATION OF IMPLIED WARRANTIES IS LIMITED TO THE EXPRESSED WARRANTY. UNFORESEEN AND INDIRECT DAMAGES ARE NOT COVERED UNDER THIS WARRANTY. SOME PROVINCES DO NOT PERMIT THE AFOREMENTIONED WAIVERS, RESTRICTIONS AND EXCLUSIONS. AS SUCH, THESE MAY NOT CONCERN YOU. THIS WARRANTY CONFERS SPECIFIC RIGHTS, AS WELL AS OTHER RIGHTS AND RECOURSES THAT CAN VARY DEPENDING ON THE PROVINCE.

Segway Canada's liability during the stated period in the TERM section is only limited to repairs and/or replacement of components showing factory defect in material or assembly. NO MATTER THE DISTANCE TO OR THE SERVICE CONTRACT STATUS WITH THE SELLING SEGWAY CANADA AUTHORIZED DEALERSHIP, SEGWAY CANADA IS NOT LIABLE FOR DIRECT, INDIRECT, ACCIDENTAL OR CONSEQUENTIAL FEES AND CHARGES, INCLUDING BUT NOT LIMITED TO: MATERIAL DAMAGES, PERSONAL INJURIES, LOSS OF EARNINGS AND/OR PROFITS, LOSS OF TIME, INCONVENIENCES, SEGWAY CANADA PRODUCT LOSS OF USE AND/OR EXPENSES RELATED TO A SEGWAY CANADA PRODUCT RETURN TO A SEGWAY AUTHORIZED DEALERSHIP, RELATED TO TRANSPORT, INCLUDING TOWING CHARGES.

Segway Canada reserves the right to improve Segway Canada products without modifying or replacing installed components on models manufactured prior.

Warranty limitations

This warranty does not apply in the following situations:

a) | Breakage resulting from an accident, collision, theft, vandalism, fire, natural disaster, fortuitous event, deterioration caused by weather conditions, deterioration caused by improper storage;

b) | Abnormal use, abuse, or negligence.

c) | Lack of reasonable and proper maintenance or improper regular maintenance;

d) | Improperly performed repairs or improperly installed replacement parts;

e) | Use of Segway Canada products for purposes for which it is not intended;

f) | Damage or loss of parts related to transporting the Segway Canada product;

g) | Accessories or parts not in compliance with Segway Canada specifications that harm performance and/or durability;

h) | Deterioration caused by using the Segway Canada products.

i) | Normal wear and tear.

j) | Necessary repairs caused by a modification not authorized by Segway Canada;

k) | Repairs or repair attempts performed by any person other than Segway Canada and its authorized dealerships;

Owner's responsibilities and obligations

For repairs to be covered by warranty, to prolong the product's life, and to reduce maintenance costs, certain responsibilities and obligations must be fulfilled and maintained by the owner.

The owner must, among other things:

a) Read and execute procedures described in the owner's manual regarding the start-up, storage, inspection, transportation and maintenance periods;

b) Be responsible for charges related to maintenance, inspection, settings, and essential replacements performed in a Segway Canada authorized dealership, in compliance with hourly, time and mileage intervals and other recommendations given in the maintenance program described in the owner's manual;

c) Keep a register of each maintenance completed in a Segway Canada authorized dealership in the designated section in this guide or in the owner's manual. Note: Upon application for warranty, Segway Canada reserves the right to request a copy of this register and/or invoices related to maintenance;

d) Immediately cease using the Segway Canada products showing or exhibiting defects;

e) Use Segway Canada products as indicated in the owner's manual;

f) Notify your Segway Canada authorized dealership of the presence of possible and/or recognized defects within a reasonable time and according to its business hours;

g) Bring in, at your own charge and the complete Segway Canada product to a Segway Canada authorized dealership, during normal business hours.

h) Authorize and sign the work order for the requested inspection.

Warranty is applicable in all Segway Canada authorized dealerships in Canada. It is highly recommended to return it to the selling Segway Canada authorized dealership. It is the dealership's prerogative to prioritize and to plan the inspection, maintenance and/or repair schedule.

Use of Segway Canada parts

Segway Canada products are designed, manufactured, and tested using Segway Canada's parts, which are designed for Segway Canada products' specifications. As such, to keep all advantages of your limited warranty, use only Segway Canada parts for your maintenance, replacements, and repairs.

Examples of situations not covered by the warranty

Without limitations, here are some examples of situations not considered factory defect in material or assembly, where certain charges shall not be covered by the limited warranty:

a) Damages resulting from high-pressured water washing. For example, chipped paint or permanent marks caused by exposure to too high-pressured water; bearing, bushing, suspension/direction, O-ring, seal, electrical components and/or connection damaged by water infiltration from water pressure;

b) All types of routine maintenance, without limitations: fluids changes, including necessary adjustments or modifications regarding the environment and/or climate;

c) Replacement of consumable-type components that will normally wear during Segway Canada product use and does not show material or factory assembly defects, particularly, but not limited to chains and sprokets, driving belts, spark plugs, batteries, paint, tires, liquids, seats, handles, levers, footrests, and steering wheels;

d) Repairs made necessary by any lack of or mistakes in routine and/or periodic maintenance procedures and/or storage as described in the owner's manual. For example, improperly installed or maintained air filter causing accelerated wear or damage to the engine, a sulphated battery, and corrosion;

e) Damage caused by an accident, vandalism and/or an impact;

f) Repairs made necessary by negligence, including, but not limited to, continued operation of a Segway Canada product after discovery or recognition of a defect.

SOLE WRITTEN WARRANTY

The limited warranty is the only complete written warranty given by Segway Powersports Canada for Segway Powersports Canada products. No Segway Powersports Canada authorized dealership or agent or employee is authorized to modify or prolong the limited warranty, in any way, on behalf of Segway Powersports Canada, whether it be in written, verbal, or other forms, except for Segway Powersports Canada's EASY protection plan. In such case, the representatives or warranties shall not be applicable to Segway Powersports Canada.

CONSUMER NOTICE

Provisions of this written limited warranty do not aim at limiting, modifying, reducing the span, denying, or excluding the warranties from the Consumer Protection Act (chapter P-40.1) or any other similar law, provincial or federal.

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SEGWAY POWERSPORTS CANADA PRODUCT'S INFORMATION

SERIAL NUMBER _____

MODEL NUMBER _____

ENGINE NUMBER _____

PURCHASE DATE _____

WARRANTY EXPIRATION DATE _____

OWNER'S INFORMATION

NAME _____

ADDRESS _____

CITY _____

PROVINCE _____

POSTAL CODE _____

DEALERSHIP'S INFORMATION

NAME _____

ADDRESS _____

CITY _____

PROVINCE _____

POSTAL CODE _____

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	INSPECTION / MAINTENANCE SERVICE	DATE	TIME (IF APPLICABLE)	CURRENT KM	INVOICE NUMBER OR WORK ORDER	DEALERSHIP NAME / INITIALS
1						
2						
3						
4						
5						
6						
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11						
12						
13						
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