

# Warranty Guideline – DEEPAL Singapore

## 1. Warranty Period

### 1.1. Non-commercial utility warranty period:

Type	Warranty Period (whichever comes first)	Details of Parts	
A	96 months or 150,000 km	Battery, Motor and Electric Control	Electric drive system, vehicle controller
B	96 months or 200,000 km		Traction battery (SOH $\geq$ 70%)
C	120 months or 200,000 km		Traction battery, with extended 2 years warranty on top of 8 years manufacturer warranty (SOH $\geq$ 62% as at 10 years / 200,000 km)
D	60 months or 120,000 km	Key Parts	Subframe, suspension assembly, drive shaft assembly, intelligent fuse box assembly, intelligent cockpit assembly, body sheet metal parts, lamp assembly and seat assembly
E	3 months or 5,000 km	Vulnerable Parts	A/C filter, brake lining, tire, remote control battery, bulb, wiper blade, fuse, common relay, memory card and tire repair kit
F	12 months or 20,000 km		Lead-acid battery assembly
G	60 months or 120,000 km	Other Parts	Other parts except for A, B, C, D, E and F

### 1.2. For commercial purpose (such as taxi) warranty period:

Type	Warranty Period (whichever comes first)	Details of Parts	
A	96 months or 150,000 km	Battery, Motor and Electric Control	Electric drive system, vehicle controller
B	96 months or 200,000 km		Traction battery (SOH $\geq$ 70%)
C	3 months or 5,000 km	Vulnerable Parts	A/C filter, brake lining, tire, remote control battery, bulb, wiper blade, fuse, common relay, memory card and tire repair kit
D	12 months or 20,000 km		Lead-acid battery assembly
E	12 months or 120,000 km	Other Parts	Other parts except for A, B, C and D

#### Note:

The traction battery warranty covers a minimum capacity for a period of 96 months or 200,000 km from the date of first registration, whichever comes first. This warranty covers repairs needed to return the battery capacity to at least 70% of the original battery capacity.

For vehicles with extended 2 years power battery warranty on top of 8 years manufacturer warranty, the power battery is warranted to at least 62% (SOH $\geq$ 62%) of the original battery capacity as at 10 years / 200,000 km (whichever comes first).

The limited warranty for body rust only covers rust perforations (holes that pass through the body panels from the inside out due to defects in materials or workmanship)

The above-mentioned warranty periods start from the date of delivery and end at the time or mileage limit, whichever occurs first. Any part replaced because of warranty becomes the property of DEEPAL.

It is advisable to have your vehicle inspected and maintained at a Service Center designated by DEEPAL in accordance with the requirements and frequency specified in this Manual, in order to keep your vehicle in optimum condition.

## 2. What is not covered by warranty

### a. Normal Maintenance Service:

Normal Maintenance Service includes checking, tightening, adjusting, engine tune-ups, fuel system adjustment, wheel balancing, cleaning, lubrication, oil changes, replenishment of fuel, engine oil, transaxle fluid, brake fluid, clutch fluid, power steering fluid, battery electrolyte fluid, anti-freeze coolant, windshield washer fluid, air-conditioning refrigerant and tire rotation.

### b. Normal deterioration or wear of any consumable items:

Air filters, Air-conditioning filters, Oil filters, Fuel filters, Spark plugs, Brake pads/Brake linings, Clutch disk, Tires, Remote Controller batteries, Bulbs, Wiper blades, Fuses and relays (Normal maintenance items are warranted in normal service, only when the replacement is the result of a defect in material or workmanship).

### c. Damage or failure resulting from:

Negligence of proper maintenance as required in the *DEEPAL User Manual*; Misuse, abuse, overload, accident, theft, water flooding, or fire; Use of improper or insufficient fuel, fluids, or lubricants; Use of parts other than Deppal Genuine Parts; Any device and / or accessories not supplied by DEEPAL; Modifications, alterations, tampering or improper repair, Deterioration of rubber parts, upholstery and soft trim under normal use exposure; Slight irregularities not recognized as affecting quality of function of the vehicle or parts, such as or items considered characteristic of the vehicle; any engine issue caused by local bad quality fuel that confirmed by DEEPAL R&D.

### d. Incidental or consequential damages:

Such as fuel, telephone, travel, loading inconvenience, commercial and / or personal loss and loss of use of the vehicle.

### e. Extra expenses:

Any economic loss including (without limitation) payment for the loss of time or pay, inconvenience, loss of vehicle use, vehicle rental expense, lodging bills, food, other travel costs, storage charges and other incidental or consequential loss or damage.

### f. Other:

- i. Those regarded as service items or components which are expected to require periodic replacement.
- ii. Adjustments or resets (tracking, wheel balancing, front suspension, doors, etc.).
- iii. Replacement of parts that are subject to normal Wear and Tear or Parts which had reached the end of their expected service life, this includes but is not limited to: brake pads and linings, gasket, tyres, rubber mounts or bushes, shock absorbers, wheel bearings, C.V. boots and steering rack gaiters, ball joints, pipes & hoses, bulbs, dry cell

batteries, fuses and textiles (e.g. headlining, carpets and seat/backrest/armrest/head restraint covers).

- iv. Normal noise, vibration, corrosion, wear and tear or deterioration (such as discoloration, fading, deformation or blur).
  - v. Damage to paintwork, chrome trims, or a convertible soft top caused by industrial pollution, bird lime, climatic, thermal, chemical or mechanical influences.
  - vi. Failure or Breakdown caused by an error or negligence of the user (e.g. non-compliance with the Manufacturer's instructions set out in the warranty and maintenance statement, including failure to carry out the prescribed maintenance).
  - vii. Vehicle that does not comply with the Manufacturer's specifications, loss caused by damage to Vehicle, replacement of the original parts by parts not approved by the Manufacturer, inadequate maintenance in accordance with the Manufacturer's maintenance schedule, improper use of the Vehicle as a result of an error / neglect / inexperience of the driver / incorrect use (e.g. excessive weight, ignoring any warning signals, gauges or lights).
  - viii. Failure to follow the vehicle manufacturer's operating guidelines, including (but not limited to) exceeding the vehicle manufacturer's specified operating limitations, abuse and/or misuse of the vehicle and mechanical or electrical failure caused by incorrect battery maintenance or use or component failure resulting from overloading, power surges or abnormal use.
  - ix. Software updates.
  - x. The vehicle identification number (VIN) has been altered or removed.
  - xi. The odometer has been disconnected or altered or the actual mileage cannot be determined.
  - xii. Vehicle being declared a total loss, write off or theft
  - xiii. Vehicle no longer registered in Singapore
  - xiv. Breakdown or towing not in Singapore.
- g. Additional exclusions in 4<sup>th</sup> and 5<sup>th</sup> year:
- i. Wheels and tyres, spark plugs, wiper blades and arms, pipes and hoses, brake shoes, pads and discs, lamps and bulbs, fuses, wiring connections and looms, bodywork, paintwork, all weatherstrip and seals, water ingress, door locks, handles, door hinges, check straps, all glass including heater elements, trim, upholstery, carpets, seat runners and seat adjustment mechanisms, cosmetic finishes, interior trim, upholstery including seating frames/runners and adjustment mechanisms, glove box mechanisms, keys, fobs, general oil leaks or the adjustment of any component.
  - ii. The replacement of lubricants and fluids is included provided the replacement is necessitated by the failure of covered component and the Vehicle is not within 1,000km of its next due service. External oil leaks are specifically excluded.
  - iii. Any costs incurred as a result of the Vehicle's software failing to update or being incorrectly updated.
  - iv. Mounts, brackets, washers and bolts
  - v. General oil leaks, oil leaks as a result of failed seals or gaskets.
  - vi. Pipes and hoses or adjoining connections or fittings.

- vii. Paintwork, Runners, Seat frames, Seats, Slides, Start-up and auxiliary batteries
- viii. Corrosion and seized components.
- ix. Wiring looms and connections, cables, wiring and fuses.