

ZEEHO AE4 Warranty Policy

| Category | Spare parts list | Warranty period | Warranty terms |
|----------------------|--|-----------------|---|
| Battery | Battery Pack | 2years/20k km | 1. 2 years or 20k km, whichever comes first. 2. For performance or function quality problems not caused by external forces, warranty services shall be provided within the warranty period (except for damage caused by unauthorized disassembly, modification or other uses) |
| Motor | Motor | 2years/20k km | 1. The reducer needs regular maintenance; 2. The oil seal and sensor shall be guaranteed for 2 years; 3. For quality problems not caused by external forces such as phase loss, burning and demagnetization, warranty services shall be provided within the warranty period (except for damage caused by unauthorized disassembly, modification or other uses) |
| Electrical equipment | Charger 、 ECU 、 VCU、DCDC 、MCU | 1years/10k km | For performance or function quality problems not caused by external forces, warranty services shall be provided within the warranty period (except for the damaging caused by unauthorized disassembly, modification or other purposes) |
| | Dashboard | | In case of non display, incomplete display and inaccurate word skipping, warranty shall be given (except for instrument scratch and damage caused by human factors) |
| | lights: headlight assembly, tail light, turn light | | If the lights cannot work normally due to the quality problem, warranty will be given (except for the damage caused by man-made modification of the line) |

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| | Switch: LH and RH handle switch, side stand sensor switch and brake switch | | The switch fails, the switch cannot be in place or reset; The button falls off and breaks due to quality problems; For internal short circuit, open circuit and poor contact, warranty shall be given (except for damage caused by man-made modification of the line) |
| | flasher, horn, speed regulating handle, battery charging interface and other electrical parts | | In case of performance failure or quality problem that cannot be repaired, warranty will be given (except for the damage caused by man-made modification of the line) |
| Bodywork | Frame | 2years/20k km | Under normal driving and use, the following problems shall be guaranteed (replaced within 1 year and repaired after 1 year): 1. Cracks and fractures at key parts 2. Baking paint with an area of more than 10 square centimeters bubbles 3. If the frame is not correct, resulting in driving deviation, damage caused by human factors or improper use, and the frame structure is changed, there is no warranty |
| | Steering handle | 2years/20k km | In case of crack, fracture, uneven height on both sides and different length, warranty shall be given (except for the deformation or damage of the steering handle caused by human factors or improper use) |
| | Wheel hub | | In case of delamination, fracture and deformation of the steel ring, warranty shall be given (except for hub deformation, scratch and collision due to improper use and maintenance, and damage due to overload use) |

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| | Steering column | | The riser and lower connecting plate are desoldered; warranty shall be given for cracking and fracture (except for deformation and damage caused by human factors or improper use) |
| | Front / rear shock absorber | | The bottom barrel fork pipe is broken under normal use; warranty shall be given for oil leakage of oil seal, desoldering and fracture of damper piston connecting rod (except for those with soft or hard shock absorption and poor appearance) |
| | Front / rear brake | | In case of braking failure caused by air leakage, air resistance, obvious drop of pump pressure and stuck brake caliper block of the braking system, warranty shall be given (except for man-made damage and external damage) |
| | Rear fork | | In case of fracture and desoldering in normal use, warranty shall be given (except for damage caused by human factors or external forces) |
| | Cushion | 1years/10k km | warranty will be given if the thread is opened or cracked due to the quality problem of the seat cushion (except for the damage caused by human factors, normal wear or external forces) |
| | Paint & plastic parts | 1years/10k km | If the peeling and cracking area caused by paint baking is more than 1 square centimeter, it can be replaced (except for man-made damage and external damage) |

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| Others | Other parts not involved in the above table (including vulnerable and consumable parts) | No warranty | 1. The warranty period for household vehicles shall be as specified in the above table. 2. If you do not use electric vehicles for a long time, please make sure to recharge the battery at least once a month to improve the service life of the battery and avoid the loss caused by power loss. 3. Vulnerable consumable parts include (Except Spare Parts List, including but not limited to the following parts) : decals, gaskets, washers, cushion blocks, standard fasteners, drive belts, rearview mirrors (damaged by non quality factors), brake (shoe blocks), front and rear wheel bearings (damaged by non quality factors), bulbs, fuses (pieces), rubber parts, pedal rubber, tires, hoses and other rubber parts; Lubricating oil (such as gear oil, grease, etc.) and technical fluids (such as coolant / brake fluid, etc.); |
| Remark | All parts do not have a revolving warranty, the warranty period for parts replaced during the warranty period is calculated according to the remaining date of the warranty period at the vehicle purchase time, while the warranty period for parts purchased or replaced separately at the user's expense is recalculated from the date of purchase or replacement. | | |
| Warranty Exemption Scope | | | |

1. Based on the above table, if the time limit and scope of" Warranty "are exceeded, the warranty period shall be deemed to be exceeded.
2. It is caused by the user's failure to use, drive, maintain and adjust the product correctly according to the provisions of the product instructions.
3. The products sold are damaged due to rain, ice and snow immersion, smoking, corrosion of drugs and chemicals, or the failure or damage of natural products.
4. Failure or damage of the sold products caused by force majeure (including but not limited to earthquake, typhoon, fire, flood, social event, group event, violent crime, etc.).
5. It does not carry out maintenance in the officially authorized service center, refits, decomposes, repairs or destroys the normal use state of the whole product and parts.
6. The user uses non original accessories to cause parts damage or arbitrarily change the circuit and circuit configuration.
7. Product failure or damage caused by collision, falling, overload, overspeed and other factors during driving.
8. Sold at the disposal price and used by users for special purposes such as competition, test, rental and operation.
9. Sensory phenomena that have no impact on the use function, and adverse phenomena caused by time change (such as natural fading of the surface of the protective layer of painted parts).
10. Complimentary items are not covered by warranty.