

WARRANTY AND SERVICES

E3 Technologies Private Limited ("the Company") provides warranty for the vehicles manufactured by the Company. The Company has taken every effort to maintain quality standards in the manufacturing of the vehicle, battery, motor, controller, charger and associated components.

The warranty is applicable for **5 years or 75000 km** for battery and **3 years or 50,000 km, whichever is earlier for all major components from the date of purchase of the vehicle**, as per the warranty policy provided by the Company. In the event of a change in ownership during the warranty period, the remaining warranty shall be transferred to the new owner.

Under this warranty, the Company's obligation is limited to repair or replacement of defective parts found under normal usage conditions. Repairs or replacements shall be carried out only through authorized service centres.

The decision regarding repair or replacement of any component shall rest solely with the Company after inspection and evaluation. All parts repaired or replaced under warranty become the property of the Company.

LIMITATIONS OF WARRANTY

The warranty does not cover damage, malfunction, or defects arising from:

1. Misuse, abuse, negligence, accident, unauthorized adjustments, modifications, or improper operation of the vehicle, battery or charger.
2. Damage caused by opening, tampering, forced handling, or unauthorized repair of the battery, controller, motor, charger, or electrical components.
3. Damage caused due to water ingress, fire, external impact, environmental contamination, or improper storage conditions.
4. Battery performance deterioration caused due to improper charging habits, deep discharge, exposure to excessive heat, or long-term storage without recommended charging intervals.
5. Failure resulting from short circuit, misuse of electrical systems, or non-compliance with operating instructions specified in the Owner's Manual.
6. Normal wear and tear of consumable parts such as tyres, brake linings, brake pads, plastic trims, rubber parts, seat covers, floor mats, painted surfaces, etc.
7. Commercial usage (unless specifically approved), illegal use, racing, stunt riding, overloading, or use beyond intended operating conditions.
8. Failure to follow the Company's recommended periodic maintenance schedule.
9. Removal, modification, or distortion of the original serial number on the frame, motor, or battery.
10. Opening or attempted forced opening of the battery cover.
11. Battery replacement/swapping with another vehicle.

12. Failure to keep the vehicle at rest for at least 3 hours per day.
13. Delays in service caused by circumstances beyond the Company's control.
14. Product modifications or improvements introduced after sale.
15. Warranty claims submitted without presenting the vehicle to an authorized service centre for inspection.
16. Any warranty extension or modification made by dealers, employees, or unauthorized persons.

COMPONENTS WITH LIMITED WARRANTY

Component	Warranty Period
Cluster	2 Years
Telematics Control Unit (TCU)	2 Years
Horn	1 Year
PRCD	1 Year

Components Covered for 3 Years or 30,000 km (Whichever Comes First)

- DC-DC Converter, Front Suspension, Front Fork Assembly (T-Stem), Rear Suspension, Headlamp, Rear Combination Lamp, LH Switch Assembly, RH Switch Assembly with Throttle, Flasher, Side Stand Sensor, USB Charging Port etc.

ADDITIONAL WARRANTY CONDITIONS & CUSTOMER RESPONSIBILITIES

1. Battery SOC Maintenance

- Always charge your vehicle periodically irrespective of the usage of the vehicle. Any battery in EV vehicle consumes minimum amount of charge even when the vehicle is in OFF condition which leads to extreme low SOC over time and thereafter to its deep discharge. In order to prevent such scenarios, charging the battery is necessary to maintain at least a minimum of 20% SOC.

2. Warranty on Replaced Parts

- They remain covered under the balance of the original warranty.

3. Recall Compliance

- Customers must comply with any recall campaign or advisory issued by the Company.

4. Data Usage

- The Company reserves the right to use vehicle data logs to determine claim validity and support product development.

5. Cost Coverage

- The Company will cover only material and labour costs for warranty replacements.
- Transportation and other associated costs shall be borne by the customer.

6. Noise and Vibration

- Normal noises and vibrations arising during vehicle operation, including squeaks, rattles, creaks, and road-induced vibrations, shall not be covered under warranty unless tested and confirmed as abnormal by an authorized representative.

7. Other Representations

- Statements made in catalogues, advertisements, or publications shall not alter or expand the terms of this warranty.

8. Continued Vehicle Operation

- Continued use of a vehicle after notification of a mechanical or electrical issue may result in warranty voidance.

PARTS NOT COVERED UNDER WARRANTY

Wear and Tear Items

- Fasteners, Washers, Brake linings, Fork oil seals, Tyres.

Electrical Items

- Bulbs, Fuses.

Service Maintenance Items

- Brake shoes, Bearings, Fork oil.

Rubber and Plastic Items

- Hoses, Dust seals, Pipes, Plastic parts

Proprietary Items

- Tyre warranty is subject to the agreement with the tyre OEM.

BATTERY DEEP DISCHARGE EXCLUSIONS

Warranty does not cover battery damage caused by:

- Leaving the battery at low State of Charge (SOC) for extended periods.
- Ignoring low battery warnings.
- Storing the vehicle or battery without maintaining recommended charge levels.

- Keeping the vehicle parked while accessories continue drawing power.
- Storing the battery at extreme temperatures with low charge.
- Failure to follow charging and storage guidelines.
- Use of unauthorized charging equipment.
- Extended non-use leading to deep discharge and inability to wake up or charge.

MISCELLANEOUS EXCLUSIONS

Warranty does not cover:

- Rusting, paint peeling, or environmental damage.
- Parts used with non-approved components.
- Accident-related damage.
- Racing or competition use.
- Vehicles fitted with sidecars.
- Vehicles exported outside India.
- Theft or vandalism damage.
- Improper handling damage.
- Physical damage to the vehicle or charger.

WARNING

The Company shall not be liable for:

- Indirect damages.
- Incidental damages.
- Consequential damages arising from:
 - Vehicle breakdown
 - Service delays
 - Non-availability of parts

Use of third-party chargers, accessories, or electrical components not approved by the Company is not covered.

Improper handling of high-voltage electrical components can cause serious injury or damage.

FORCE MAJEURE

E3 shall not be liable for delays or inability to perform warranty obligations due to events beyond its reasonable control, including natural disasters, government actions, strikes, war, civil unrest, supply chain disruptions, or similar events.

E3 shall not be liable for any lapses in following the Company's recommended Periodic Maintenance Schedule as prescribed in the Owner Manual.

NOTE

The Company reserves the right to modify vehicle design, specifications, features, warranty terms, and conditions without prior notice.