



TVS Motor Company Limited ('the Company') give this warranty with respect to the TVS 3W EV variants manufactured by the Company.

While the Company has taken every care to maintain quality in the manufacture of the TVS 3W variants, the above said warranty is subject to other terms of warranty:

During 6 years from the date of purchase or during the first 1,50,000 km of run for the vehicle, battery, motor, controller and charger in the hands of original retail purchaser, whichever is earlier, the parts of the vehicle covered under warranty which prove to the satisfaction of the Company to have a manufacturing defect will be repaired or replaced free of cost.

The Company's obligation under this warranty is limited to repairing or replacing, free of cost, those parts of for the vehicle which upon examination by the Company may prove to the Company's satisfaction to have a manufacturing-defect, and in such cases the Company's decision either to repair or replace the affected parts will be final. In the event of replacement of parts, the Company also reserves the right to use parts of the same brand as the affected parts or any other brand which is used by the Company in the course of manufacture. All parts replaced under this warranty will become the property of the Company and must be returned to the company.







Limitations of Warranty:

This warranty shall not apply to following condition:

- 1. Any natural wear and tear, including without limitation, aging.
- 2. Warranty claims on proprietary items such as tyres, auxiliary battery, main battery etc,. should be preferred by the user directly on the respective manufacturer, as per their warranty terms and the Company shall not be liable in any manner in respect to the same.
- 3. Parts repaired or replaced under this warranty are warranted only throughout the remainder of the original warranty period.
- 4. The Company is not liable for any delay in servicing due to reasons beyond the control of the Company or any of its Authorised Main Dealers.
- 5. In any event, the Company is not liable for indirect, remote, incidental or consequential damages.
- 6. The Company may make any modification or improvement to vehicles in future production at any time without prior notice and without any obligation to install the same on vehicles previously dispatched for sale.
- 7. Any claim under this warranty will lie only when the customer:
 - takes his vehicle to an Authorised Main Dealer of the Company and reports the problem he/she felt in the vehicle to enable the Authorised Main Dealer to inspect the same and assess the cause for the reported problems.







List of parts not covered under warranty

1. Normal Maintenance operations

Fastener re-tightening, brakes as well as other normal adjustments.

- 2. Wear and tear items Brake linings, fasteners, shims, washers, etc.
- 3. Electrical

Bulbs and fuses.

4. Service Maintenance Parts

Brake fluid, transmission oil & grease etc.

5. Rubber, rexine & plastic items

All hoses, pipes and plastic aesthetics items, etc.

6. Proprietary Items

Tyres, Auxiliary Battery and Charger Unit (the warranty terms are subject to our agreement with proprietary OEM) as below.

Auxiliary Battery 24 months from the battery manufacturing date/ Tyres- 12 Months / Charger Unit 18 months from the date of sale / Shock Absorber upto 12 months (Incase of any leakage found).

A Part of the vehicle getting affected due to atmospheric effect / environmental factors (rusting, paint peel off etc.). However, depending on the vehicle usage condition, warranty would be accepted up to 2 years from the date of purchase.





List of parts not covered under warranty

Parts of the vehicle which have been tampered with, altered, repaired or replaced by persons not authorised by the Company and which in the sole judgement of the Company affect the performance of the vehicle.

Parts which are used in conjunction with parts not made or recommended by the Company.

Parts suffering damage or resultant damage by accident, misuse, negligent treatment, use of bad quality lubricants or impure fuel or by omission to follow the guidance and instructions contained in this owner's manual.

Vehicles on which any warranty service including scheduled paid service is not availed when it falls due (at TVS Motor Company Authorised Main Dealers/Authorised Service Centres).

Vehicles sold or transferred by original retail purchaser..

Vehicles used for racing or any competition or used otherwise than for ordinary personal transportation Vehicles under gone any modification by customer locally.

Vehicles which have been taken out of India.

Vehicles affected by natural calamities like flood, earthquake, tsunami, storm etc.

WARRANTY OF GPS DEVICE

Please note that the warranty on GPS device is offered by the manufacturer of GPS device and the same shall be available independently to the customer who owns this vehicle. All or any defects or issues with the GPS device shall be governed by and subjected to the warranty terms offered by the GPS device manufacturer.







WARRANTY OF GPS DEVICE

TVS Motor Company Limited shall not provide warranty to the GPS device independently and shall not be liable in any manner in respect to the same. In order to facilitate you to avail any warranty support from the GPS device Manufacturer, you may please contact Commercial Mobility Buisness Service department, TVS Motor Company Ltd, Harita, PB No. 4, Hosur-635 10 9, Tamilnadu.

Contact information of such manufacturer of GPS device to avail warranty related support or queries shall be provided to you on your request.

Please refer to product website for further details on terms and conditions of the GPS device..

IMPORTANCE OF PERIODIC MAINTENANCE

Periodic maintenance always helps good performance of your vehicle and our services are planned to keep your TVS 3W EV performing good. Please note that carrying out the services for your vehicle at scheduled intervals at any of the TVS Motor Company Authorised Main Dealer/ Authorised Service Center is necessary for availing of warranty. And please also remember that, after the services are over, periodic servicing of your vehicle at appropriate intervals, depending upon its extent of use, will keep your vehicle at its best level of performance.

In case you need any clarification or assistance, please feel free to write to us mentioning the frame serial number, traction motor serial number and date of purchase of your vehicle also the name and place of the Authorised Main Dealer / Authorised Service Center from whom you bought the vehicle and getting it serviced. Refer Page no 3 to 7 for contact information.







Warranty limitation for battery:

- •Warranty does not cover damage to battery caused by irregular servicing, negligent maintenance, willful abuse or destruction by fire, collision and natural calamities.
- •Battery under complaint has been opened or tampered with in any manner whatsoever.
- •Vehicle is stored in temperature below 10 deg C or above 45 deg C for over 7 days.
- •Vehicle is left over 7 days where Li-ion batteries reaches near zero state of charge.
- •Correct charging procedure is not followed To charge to 100% SOC once in 3 days and leave charger plugged condition overnight for cell balancing which ensures good battery performance and health.
- •Use of incompatible charging devices.
- •Tamping wiring harness & misuse of battery power for different applications other than vehicle traction.



The battery pack needs regular recharging and balancing, due to low usage of vehicle and not keeping it for overnight charge once in 3 days leads to battery cell imbalance in the pack. It will lead to battery life deterioration.



Caution

Carrying / Storage of inflammable or hazardous liquids is prohibited.



