

OMODA | JAECCO

Warranty Manual

This Manual aims to outline the warranty service responsibilities of OMODA&JAECCO and its authorized dealers under the OMODA&JAECCO warranty terms. In case of any conflict between the terms and provisions of this Manual and the content of the after-sales service agreement, the latter shall prevail. No one is allowed to reprint or copy any part or all of the content of this Manual without the written consent of OMODA&JAECCO Automotive Co., Ltd.

The interpretation of this manual shall follow the regulatory framework that has always been applied in Netherlands/Belgium.

Unless otherwise specified in this Manual, terms defined in the official after-sales service contract shall have the same meaning as those in this Manual. The final explanation right of this Manual is reserved by OMODA&JAECCO.

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1 Responsibilities and Obligations

1.1 Responsibilities and obligations of OMODA&JAECCO

- OMODA&JAECCO shall fulfill all guarantee obligations to the customer;
- Netherlands/Belgium users who drive OMODA&JAECCO vehicles within the EU region are entitled to the original warranty;
- Vehicles sold through unofficial channels of OMODA&JAECCO are not covered by warranty in principle;
- Design, manufacturing, assembly, process or raw material defects are all within the warranty scope of OMODA&JAECCO, while other situations are not within the scope of OMODA&JAECCO's responsibilities and are not warranted in principle;
- OMODA&JAECCO provides limited warranty for new vehicles manufactured or provided by OMODA&JAECCO for its users. The interval and conditions of limited warranty shall refer to the service and warranty agreement and the valid warranty manual.

1.2 Responsibilities and obligations of users

- Use, upkeep and maintain vehicles according to the User Manual, properly keep maintenance service records and focus on the crucial items, such as checking the appearance of paint and other items during the delivery of new vehicles;
- Carefully read the User Manual, through which OMODA&JAECCO reports on

the functionality and uniqueness of the customer's OMODA&JAECCO vehicle. The user should follow the provisions of this manual, understand the operation method of the vehicle, and use the vehicle according to the manufacturer's instructions.

-Once any abnormality is found in the vehicle, the official after-sales service provider should be contacted as soon as possible so that it can be repaired as soon as possible and the fault can be prevented from worsening. Non-conforming conditions of the vehicle caused by improper use or maintenance by the user are not covered by the warranty, including but not limited to any non-conforming conditions caused or exacerbated by the customer's refusal to intervene in a timely manner.

2. Warranty Period

2.1 For fuel vehicles sold in Netherlands/Belgium/Luxembourg

- The warranty period for the vehicle is 7 years/150,000 kilometers mileage (whichever comes first), with no mileage limit for the first 2 years;
- The paint is warranted for 3 years;
- The warranty period for rust and damage prevention is 12 years;
- The manufacturer shall guarantee the supply of spare parts to the market within 10 years.
- The warranty covers only the original parts and equipment of the vehicle.
- The warranty period of any part replaced under the warranty conditions shall not exceed the warranty period of the entire vehicle, but shall not affect the warranty services that may be applicable to the replacement part under the applicable legal provisions.

2.2 For NEVs sold in Netherlands/Belgium

- The warranty period for the vehicle is 7 years/150,000 kilometers mileage (whichever comes first), with no mileage limit for the first 2 years;
- The paint is warranted for 3 years;
- The warranty period for rust and damage prevention is 12 years;
- The manufacturer shall guarantee the supply of spare parts to the market within 10 years.
- The warranty period for the drive motor, MCU (motor control unit), VCU (vehicle control unit), and battery pack assembly (including battery management system (BMS)) is 8 years/160,000 kilometers mileage (whichever comes first);
- The high-voltage battery should be replaced within the warranty period when the percentage of its state of health (SOH) indicates that its degree of degradation exceeds the following limits: 10% within 2 years or 50,000 km driven, 20% within 4 years or 100,000 km driven, and 25% within 8 years or 160,000 km driven.

Without prejudice to the foregoing, failure to comply with the charging instructions set by the manufacturer or any improper use or maintenance of the battery resulting in further degradation of the performance of the battery or any failure of the battery shall not constitute a nonconforming condition within the statutory warranty of the high-voltage battery or high-voltage components.

- Charging cable replacement for electric and hybrid vehicles is not covered by the warranty unless it is caused by a substandard product.
- The warranty covers only the original parts and equipment of the vehicle.
- The warranty period of any part replaced under the warranty conditions shall not exceed the warranty period of the entire vehicle, but shall not affect the warranty services that may be applicable to the replacement part under the

applicable legal provisions.

2.3 Warranty for paint and rust

Under the premise of normal vehicle maintenance, OMODA&JAECOO only compensates distributors for paint defects on the exterior surface of the vehicle (such as discoloration, bumps, peeling, rust, cracks, and wrinkles).

2.3.1 When the vehicle body is corroded, the corresponding paint warranty period should be specified based on the specific cause

-OMODA&JAECOO provides a 3years warranty for paint defects such as excessive paint spraying, low gloss, mismatches, speckled shadows, fisheyes, and pinholes on vehicles.

-OMODA&JAECOO provides 12years warranty for body sheet metal corrosion, such as peeling, poor welding, blistering, rusting, and corrosion, unless otherwise specified in the agreement or contract signed between OMODA&JAECOO and the distributor;

2.3.2 OMODA&JAECOO shall not be liable for paint claims under any of the following circumstances:

-If the paint is corroded from the outside to the inside, it shall not be covered by warranty.

-There is corrosion under the car.

-Damaged or rusted paint on parts other than body sheet metal;

-Corrosion or damage to vehicle paint caused by external pollutants (hail, floods, bird droppings, air pollution, and chemical pollution);

-Damage to the paint surface of the vehicle caused by foreign objects (such as bumps by stones, and branch scratches);

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- Body parts that have been repaired once after an accident, such as certain body parts like vehicle doors whose surfaces have been repaired but are damaged again;
 - Scratches during storage and transportation, as well as damage caused by incorrect storage and operation (such as discoloration caused by long-term outdoor parking, and paint peeling due to collisions);
 - Paint surfaces modified for special purposes;
 - Paint damage caused by delayed cleaning;
 - Minor defects such as dirt, scratches, pores, or other surface paint defects discovered during the PDI process can be repaired by waxing and polishing.

2.4 Parts warranty

-The spare parts are warranted for 2 years / unlimited mileage (excluding special parts), and the warranty period for any parts replaced under the warranty terms shall not exceed the warranty period of the vehicle. Belts, glass, brake pads, wiper blades, oil and other vulnerable and other consumable items are not covered by the warranty. Only when spare parts have to be replaced due to material defects or factory manufacturing reasons, customers can request free repair, replacement or adjustment. Normal wear and tear of materials is not covered by the warranty.

3. Approval of warranty application

Before making a warranty claim, it should be checked whether the application request submitted by the customer is relevant to the warranty and can be considered. Dealers or official after-sales service providers should specifically check the following:

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- The complaint/claim relates to product defects and not to any other cause (customer negligence, lack of maintenance, collision, etc.);
 - The defective product has not been removed or installed with non-original parts or accessories that may affect the operation of the vehicle;
 - Determine that the vehicle is under warranty by checking the maintenance history;
 - Instructions in the Owner's Manual have been followed and maintenance has been performed (e.g. regular maintenance, spare parts/oil/brake pad compliance, etc.).

4. Items without Responsibilities

- Normal maintenance: such as cleaning, polishing, oil change, adjustment, lubrication, replacement of three filters, antifreeze replacement, four-wheel alignment, and tire correction, replacing spark plugs, belts, brake discs or brake pads, wiper blades, fuses, clutch pads, filters, bulbs, and other consumables;
- Normal aging or wear;
- Any deliberate changes in mileage;
- Failure to maintain as required by the User Manual;
- Abuse, misuse, accident, theft, fire, insufficient or improper use of fuel, liquid, battery or lubricant;
- Adoption of non-original parts of OMODA&JAECCO; Any devices, parts or accessories not supplied by OMODA&JAECCO and any resulting losses;
- Modification, alteration or improper repair;
- Minor issues that are not considered to affect quality or function of components, such as minor abnormal noises or vibrations;
- Paint chipping and glass breakage caused by road factors (such as gravel roads);

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- Dust, salt, hail, storms, and other force majeure in the air;
 - During the warranty period, warranty repairs performed at a non-OMODA official repair center, if the procedures and quality standards set by OMODA are not followed, will result in loss of warranty eligibility for the repaired component and related components that may be affected.
 - A vehicle where the user finds a fault and the nature of the fault indicates that it needs to be stopped immediately according to the instructions for use manual, but continues to be used.

5 Notes on Warranty

- The warranty period starts from the registration date (if registration date is not available - e.g. not registered vehicles - the date of first use has to be considered), and the specific warranty time and mileage are subject to the Vehicle Purchase Contract;
- If the original user sells his/her vehicle during the warranty period, the remaining warranty period will be transferred to subsequent user, regardless of any changes in ownership;
- The limited warranty mentioned in this manual shall be provided by OMODA&JAECCO, and it will not authorize anyone to fabricate or assume any warranty obligations related to OMODA&JAECCO vehicles;
- Defective components that are replaced within the warranty are still owned by OMODA.
- The scope of the warranty provided by OMODA shall comply with the provisions of the applicable Netherlands/Belgium law, except for the provisions of the commercial warranty specified in this manual.
- The Customer shall not be entitled to any compensation from OMODA for any defect or delay in repair or replacement related to the vehicle caused by the Dealer and/or the Official after-sales service provider, nor shall it be entitled to extend the warranty period according to these warranty conditions,

but without prejudice to the Customer's right to claim and take measures against the dealer and/or the official after-sales service provider for possible negligence/negligence.

-OMODA reserves the right to modify and improve any model of its own products, but has no obligation to apply such modifications to vehicles already produced and/or sold.

-Taking into account the circumstances, OMODA can select specific corrective actions for nonconformities if alternatives are not feasible or too costly.

-For a part purchased over the counter and not installed at an official repair centre, the warranty covers only that part and does not cover any assembly costs or possible damage to other parts.

-If you have any questions about the warranty period, please consult OMODA&JAECCO's authorized dealers.

6 Contact information

Customer Service Phone
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Official website:

omodajaecoo.be

omodajaecoo.nl