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# WHANLONG EV QUALITY WARRANTY MANUAL

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## 1. Preface

Thank you for choosing the WHANLONG brand vehicle.

This vehicle is manufactured strictly in accordance with the quality assurance process. Before leaving the factory, the vehicle has undergone a complete vehicle inspection and debugging, fully meeting the quality standards of WHANLONG ELECTRIC VEHICAL CO., LTD. (hereinafter referred to as WHANLONG). In order to ensure better maintenance of your vehicle, WHANLONG has specially made this manual. Please read it carefully and keep it properly.

This manual provides clear instructions on the quality warranty period and maintenance items within the warranty period for WHANLONG. Normal maintenance of vehicles in accordance with the instructions and requirements of this manual is an important prerequisite for ensuring the quality terms of WHANLONG. After purchasing a vehicle from WHANLONG, please bring the "WHANLONG EV Quality Warranty Manual" with your vehicle, which will bring great convenience to the maintenance and repair of your vehicle.

If you have any questions about the WHANLONG quality warranty terms or about your vehicle, please contact the nearest WHANLONG distributor or authorized service provider.



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## 2. Special Note

This warranty manual is the warranty certificate of WHANLONG EV, and must be carried with the vehicle.

Failure to maintain the vehicle in accordance with the maintenance regulations in the Product User Manual and Maintenance Manual shall be deemed as a waiver of warranty rights.

WHANLONG has the right to modify, supplement, and ultimately interpret this manual.

## 3. Delivery Instructions

When you pick up the vehicle, it has been inspected by WHANLONG ELECTRIC VEHICAL CO., LTD and authorized distributors in the country where it is sold, and meets the quality standards for exported products of WHANLONG. WHANLONG or distributors have conducted a comprehensive delivery inspection of the vehicle according to the relevant delivery inspection standards. When the vehicle is delivered, you will receive the following accompanying accessories:

3.1 "Product User Manual": Tell you how to drive, operate and maintain WHANLONG electric vehicle correctly.

3.2 "Attachment Manual": The vehicle may be equipped with operating instructions for components or optional equipment not



mentioned in the vehicle manual.

3.3 "WHANLONG EV Quality Warranty Manual": including warranty policy, warranty scope, warranty certificate, and completed maintenance records.

3.4 "Maintenance Manual": It includes maintenance items, maintenance cycles, and technical requirements, and is a guiding document for vehicle maintenance.

#### 4. WHANLONG Quality Warranty Certificate

The WHANLONG Quality Warranty Certificate (see next page) is an important document and one of the prerequisites and basis for customers to enjoy warranty services.

The quality warranty certificate shall be filled out by WHANLONG or its service provider, and each item must be filled out carefully. Customers are required to provide truthful information.

There are a total of two copies of the quality warranty certificate. When filled out, the first copy should be torn off and kept by the distributor, while the second copy should be kept in the warranty manual for personal use by the user and cannot be torn off.



## WHANLONG Quality Warranty Certificate

Number:

Frame Number													
Product Name													
Product Model													
Motor Serial Number													
Controller Serial Number													
Delivery Date:										Delivery Mileage: _____			
Day	Month	Year											
Distributor Name													
Customer Name													
Customer Phone Number							E-mail						
Customer Address (mailing address)													
Customer signature for accompanying accessories:							Distributor signature/seal:						

First copy: Retained by overseas distributors of WHANLONG.



## WHANLONG Quality Warranty Certificate

Number:

Frame Number													
Product Name													
Product Model													
Motor Serial Number													
Controller Serial Number													
Delivery Date:										Delivery Mileage: _____			
Day		Month		Year									
Distributor Name													
Customer Name													
Customer Phone Number							E-mail						
Customer Address (mailing address)													
Customer signature for accompanying accessories:							Distributor signature/seal:						

Second copy: Retained by customer **(cannot be torn off)**.



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## 5. WHANLONG Quality Warranty Terms

### 5.1 Warranty period

5.1.1 Vehicle warranty period: 24 (Twenty-four) months or 8000 (Eight thousand) kilometers from the date of delivery of the products under the end customer, whichever come first. The specific content shall be executed according to the provisions of this manual or the contract between both parties. The warranty period for lithium-ion power battery systems is 60 (Sixty) months or 20000 (Twenty thousand) kilometers, whichever come first. (excluding external supply methods).

5.1.2 Consumables and Wearing parts are not covered by warranty.

5.1.3 The specific quality warranty period and other parts quality warranty periods are detailed in the attached "Parts Quality Warranty Period Table".

### 5.2 Warranty Scope

The scope of WHANLONG's warranty liability for the vehicles sold by the Company includes material and manufacturing process problems that exist at the time of delivery or during the warranty period.

After the user submits a warranty application, WHANLONG or authorized maintenance units will determine the solution measures to be taken according to the specific circumstances. Special provisions are as follows:

5.2.1 The scope of warranty that WHANLONG is not responsible



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for:

5.2.1.1 Failure to maintain, drive, and use vehicles in accordance with WHANLONG's requirements;

5.2.1.2 Modifying, adding, or adjusting vehicles without the permission of WHANLONG;

5.2.1.3 Without the permission of WHANLONG, carry out vehicle maintenance or repair operations (including software adjustments) in non WHANLONG authorized maintenance units;

5.2.1.4 Use non-genuine parts without the permission of WHANLONG;

5.2.1.5 Using vehicles in violation of local laws and regulations;

5.2.1.6 Customers bring their own accessories or accessories not purchased by WHANLONG;

5.2.1.7 The expanded losses caused by the continued use of damaged vehicles without the permission of WHANLONG;

5.2.1.8 Indirect losses and third-party losses caused by vehicle malfunctions;

5.2.1.9 The customer did not use or maintain the power battery in accordance with WHANLONG Maintenance Manual:

5.2.1.10 Improper and abusive use of power batteries such as overcharging and discharging during use;

5.2.1.11 Unauthorized modification of power battery design, installation method, and battery harness fixing method;



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5.2.1.12 Unauthorized unpacking inspection of lithium battery components;

5.2.1.13 In the event of an accident involving a vehicle, such as a collision, overturning, or other traffic accidents causing damage to the vehicle and power battery;

5.2.1.14 Electrical or battery malfunctions caused by vehicle or electrical components soaking in water or customer involvement in water;

5.2.1.15 Performance changes caused by normal capacity degradation in the physical characteristics of power batteries;

5.2.1.16 Use non WHANLONG certified chargers;

5.2.1.17 Damage caused by failure to operate the charger according to the specifications of WHANLONG

5.2.1.18 Damage caused by charging operations after replacing or disassembling the BMS and VCU;

5.2.1.19 Daily maintenance items (including the following items)

- Adjustment of the master cylinder clearance of the brake, inspection and adjustment of the brake clearance;
- Inspection of the front wheel steering system;
- Fastening inspection of vehicle bolts, nuts, etc;
- Wheel fastening inspection;
- Tire pressure inspection and adjustment;
- Other daily maintenance and adjustment tasks.



### 5.2.2 Consumables (including but not limited to the following items):

Lubricating oil, grease, cooling liquid, detergent, brake fluid, fuses, tires, wiper blades.

### 5.2.3 Wearing parts (including but not limited to the following items):

Plastic buckles and covers, rubber and plastic products, fasteners, bulbs, decals, scutcheon, brake discs, brake pads, hardware, rearview mirrors, seals and other wear parts of the whole vehicle, other damage caused by improper use and maintenance; and give away items for free.

### 5.2.4 Special instructions

5.2.4.1 The warranty period for the repaired and replaced parts shall be the remaining warranty period for the original parts of the vehicle;

5.2.4.2 The warranty period for parts purchased by customers shall be based on the purchase invoice or proof, 6 (Six) months warranty from the date of purchase;

5.2.4.3 During the warranty period, the company shall only bear the material costs, labor costs, and shall not bear any other losses (except for special agreements).



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## 6. WHANLONG Warranty Process

6.1 WHANLONG or its agent distributors shall fill out the "WHANLONG Quality Warranty Certificate" when the vehicle is sold;

6.2 When users apply for warranty, they must present the "WHANLONG EV Quality Warranty Manual" to the authorized maintenance unit of WHANLONG; When the vehicle cannot reach the maintenance unit due to reasons, it is necessary to provide information on the vehicle that needs to be repaired to the authorized maintenance unit of WHANLONG;

6.3 For situations that comply with the warranty terms of WHANLONG, the maintenance unit authorized by WHANLONG shall carry out the warranty and explain the relevant situation to the user;

6.4 After the completion of vehicle maintenance, the user shall sign and confirm.

## 7. Maintenance Instructions

After purchasing a new electric vehicle from WHANLONG, you must go to the authorized maintenance unit of WHANLONG for various vehicle maintenance and upkeep as required.

7.1 Running-in maintenance - maintenance items implemented in accordance with the maintenance manual after the initial operation of the vehicle;



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7.2 Daily Maintenance - Daily projects conducted by customers;

7.3 Regular maintenance - maintenance items that must be implemented every certain mileage of the vehicle after running-in maintenance;

7.4 The expenses incurred for maintenance and upkeep shall be borne by the user;

7.5 Any losses caused by improper use, maintenance, or upkeep by the user shall be borne by the user;

7.6 All maintenance work, except for daily maintenance, must be carried out by a maintenance unit authorized by WHANLONG. After completion, it shall register the completed maintenance categories in the "Maintenance Record Card" of this manual.



## 8. Maintenance Record Card

<p>Date: ___ / ___ / ___</p> <p>Mileage _____ KM</p> <p>Maintenance and replacement parts records:</p> <p>Authorized service provider signature/seal</p>	<p>Date: ___ / ___ / ___</p> <p>Mileage _____ KM</p> <p>Maintenance and replacement parts records:</p> <p>Authorized service provider signature/seal</p>
<p>Date: ___ / ___ / ___</p> <p>Mileage _____ KM</p> <p>Maintenance and replacement parts records:</p> <p>Authorized service provider signature/seal</p>	<p>Date: ___ / ___ / ___</p> <p>Mileage _____ KM</p> <p>Maintenance and replacement parts records:</p> <p>Authorized service provider signature/seal</p>



## Attachment: Quality Warranty Period Table for Parts of WHANLONG EV

Classification	Parts	Warranty Period
Battery	Power battery	5 years or 20000km
Motor	Drive motor	2 years (Unlimited mileage)
Transmission system	Gearbox assembly and spare parts	2 years (Unlimited mileage)
Cooling system	Water tank, water pump	2 years (Unlimited mileage)
Steering system	Steering gear, power booster, steering knuckles, directional pipe string, left/right tie rod, corner	2 years (Unlimited mileage)
Brake system	Brake pedal, brake (excluding brake pads and brake discs)	2 years (Unlimited mileage)
Suspension system	Front/rear shock absorbers, front/rear swing arms	2 years (Unlimited mileage)
Electric system	Charger	2 years (Unlimited mileage)
	All kinds of sensors, VCU	2 years (Unlimited mileage)
	Instrument display screen	2 years (Unlimited mileage)
	Headlight assembly (excluding bulb), rear taillight assembly (excluding bulb)	2 years (Unlimited mileage)
	Switch handle, all kinds of switch (double flash button, sport mode switch button, etc.)	2 years (Unlimited mileage)
	Electron accelerator	2 years (Unlimited mileage)
	Battery charging port	2 years (Unlimited mileage)
	Main wiring harness	2 years (Unlimited mileage)
Other parts	Rim	2 years (Unlimited mileage)
	Seat cushion	2 years (Unlimited mileage)

Note: The final interpretation right of this document belongs to WHANLONG ELECTRIC VEHICAL CO., LTD.