

Executive Summary

1. **Statutory rights remain fully protected.** Delivan's commercial warranty operates alongside applicable consumer law across the EU, UK and Nordics. Where local law provides stronger protection, local law prevails.
2. It features broad coverage with clear and well-defined boundaries. The core vehicle warranty period is 5 years or 240,000 kilometers, whichever comes first, with extended warranty available for certain high-value components. The warranty covers defects existing at the time of delivery, while failures caused by wear and tear, misuse, unauthorised modifications, or any resulting indirect consequential costs are excluded from coverage.
3. **Claims are designed to be practical and supportable.** Customers may service vehicles outside the Delivan network without invalidating coverage, provided qualified repair standards and records are maintained. Claims remain subject to standard purchase and service documentation, and roadside assistance is available for confirmed warranty-related breakdowns.

Preservation of Statutory Rights

The Delivan commercial warranty is provided in addition to, and does not limit, override, or replace, any statutory consumer rights under:

- Directive (EU) 2019/771 (Sale of Goods Directive)
- UK Consumer Rights Act 2015
- Nordic consumer legislation

These rights include:

- the right to receive goods free from defects at delivery
- the right to repair, replacement, price reduction, or termination
- the right to statutory conformity protection for a legally defined period

Where local law provides stronger protection, local law prevails.

Scope of the Warranty

This warranty applies to Delivan vehicles sold in export markets and covers defects in materials, design, assembly or workmanship. 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.

Environmental Responsibility

Delivan promotes responsible resource use. Drivers and fleet operators can reduce energy consumption and component wear by:

- Avoiding frequent short-distance driving in cold conditions
- Maintaining correct tyre pressure
- Avoiding unnecessary loads or overloading
- Removing unused roof racks or carriers
- Driving smoothly and maximising regenerative braking
- Following maintenance interval alerts

Consistent maintenance supports battery efficiency and extends component life.

Warranty Scope

The warranty provides repair at no cost for defects arising from:

- Manufacturing faults
- Material defects
- Assembly or workmanship issues
- Design defects

Repairs by Non-Delivan Dealer service providers shall not void the warranty, provided:

- The work is carried out by a qualified repairer
- Correct procedures and original or equivalent-quality parts are used
- Complete service records are maintained

This position is consistent with EU and UK aftermarket servicing rules.

Complete Vehicle Warranty

- 5 years or 240,000 kilometers, whichever comes first
- Commences on the date of first registration of the vehicle with the relevant national licensing authority
- For pre-registered demonstrator or stock units, the remaining warranty period (time and mileage) is fully transferred to the first retail customer
- Remains fully transferable to subsequent owners

Parts replaced under a vehicle warranty repair are covered for the balance of the remaining vehicle warranty, unless a longer statutory or express warranty applies.

Cross-Regional Application

This warranty applies across all Delivan export markets in which an authorised dealer was appointed at the time of vehicle purchase. Where local statutory requirements exceed these terms, local law prevails.

Component-Specific Coverage

(Parts not mentioned in this section will be subject to the above Complete Vehicle Warranty)

Each component is subject to a single, defined warranty period. Wear items are covered only for manufacturing defects.

Core Components

Component	Term	Coverage Notes
Power Battery	8 yrs / 240,000 km	Defects in materials and workmanship, guaranteed to retain at least 70% State of Health (SoH) under normal use. Degradation beyond this level triggers investigation.
Electric Drive System Assembly	8 yrs / 240,000 km	Manufacturing defects only.
Electronic Control Unit Assembly	8 yrs / 240,000 km	Manufacturing defects only.
Lead-Acid Auxiliary Battery	1 yr / 20,000 km (12V Lithium-ion Battery : 8 yrs / 160,000 km)	Manufacturing defects only.
Spare Parts Installed at Delivan	24 mths / 20,000 km	● Coverage Scope: Applies exclusively to replacement service parts purchased through authorised channels and fitted after vehicle delivery. ● Exclusions: 1. Does not apply to original OE parts fitted at the time of vehicle production, nor to accessories or trim items installed prior to vehicle registration. 2. Failures resulting from improper installation, use of non-genuine parts, collision/accident damage, or normal wear-and-tear are not covered under this warranty.

Wear & Finish

Component	Term	Coverage Notes
Wiper Blades	6 mths / 6,000 km	Wear item, manufacturing defects only.
Bulbs	12 mths / 12,000 km	Manufacturing defects only.
Brake Pads	6 mths / 5,000 km	Abnormal wear assessed by remaining thickness.
Brake Discs	12 mths / 12,000 km	Coverage: Cracks or fractures due to material or workmanship defects. Exclusions: Distortion/warping, overheating, or excessive wear caused by harsh driving (e.g., heavy braking, constant pedal drag), poor maintenance (e.g., seized calipers), or failure to replace worn-out brake pads promptly.

Component-Specific Coverage

Component	Term	Coverage Notes
Shock Absorbers	24 mths / 12,000 km	Manufacturing defects only.
Glass	36 mths / 60,000 km	Manufacturing defects only.
Tyres	36 mths / 120,000 km	Manufacturing defects only.
Air Filter, Oil Filter (or Front Reducer Filter)	6 mths / 5,000 km	Manufacturing defects only.
Remote Control Battery	3 mths / 5,000 km	Manufacturing defects only.
Fuses and General Relays (excluding integrated control units)	12 mths / 10,000 km	Manufacturing defects only. (12V instead of HV)
Anti-Perforation Corrosion	12 yrs	Rust perforation, inside or outside.
Paint Finish	6 yrs	Excludes stone chips, chemical and environmental damage.

Exclusions

Exclusions apply only where the relevant circumstance directly caused or materially contributed to the failure.

1. Accidents, misuse, abuse or overloading
2. Unauthorised modifications or changes to the vehicle's intended use
3. Failure to follow the Owner's Manual or failure to carry out routine servicing according to the manufacturer's scheduled maintenance, where such failure directly caused or materially contributed to the failure.
4. Use of non-original or non-equivalent parts where they directly cause the failure
5. Failure to report known faults, resulting in escalation or loss of diagnosability
6. Refusal of necessary inspection or repair
7. External environmental factors or criminal acts
8. Consequential costs, including:
 - Towing for non-warranty faults
 - Rental vehicles
 - Travel expenses
 - Loss of income
 - Insurance costs

These exclusions do not affect statutory rights.

Items Not Covered

Items outside warranty coverage:

- Normal wear and tear, including tyres, interior ageing and fading
- Maintenance items, including fluids, filters, cleaning, adjustments and calibrations
- Wear parts beyond their warranty period
- Environmental damage, including corrosion from chemicals, storms or similar events
- Damage arising indirectly from traffic accidents, including but not limited to secondary failures triggered by initial impact, unless proven to stem from pre-existing manufacturing or design defects
- Chemical corrosion, including from bird droppings (lime etching), tree sap, industrial fallout, and de-icing salts. Regular washing is recommended to mitigate risk.
- Stone chips and surface paint damage caused by road debris are not covered. Where such damage exposes the substrate and subsequent corrosion occurs, the corrosion may be assessed under the Anti-Perforation warranty section subject to the standard checks.
- Damage caused by third-party accessories or modifications not approved by Delivan.

Vehicle Warranty Claims

Supporting documentation required:

- Proof of the registration date
- Warranty certificate
- Complete maintenance history, in digital or paper form

Parts Warranty Claims

Invoice or repair record from an authorised Delivan service centre

Warranty-Covered Breakdowns

If a vehicle becomes inoperable due to a confirmed warranty defect:

1. Contact the Delivan Customer Service Hotline
2. If unresolved, Delivan arranges towing to the nearest authorised service centre

Towing and Assistance Costs

The responsibility for towing and roadside assistance costs is determined by the nature of the incident:

- For Warranty-Covered Failures: If a vehicle becomes immobilised due to a confirmed manufacturing defect covered under this warranty, Delivan will cover the cost of towing the vehicle to the nearest authorised Delivan service centre or repair facility. Reimbursement for reasonable alternative transportation costs (e.g., a replacement vehicle) during the repair period may also be provided, subject to prior approval and local policy.
- For Non-Warranty Incidents: Towing and assistance costs arising from incidents not covered by this warranty (including, but not limited to, accidents, user error, failure to maintain the vehicle, or normal wear and tear) remain the sole responsibility of the vehicle owner.

General Provisions

- Replaced defective parts become the property of Delivan.
- Delivan may improve its products without any obligation to retrofit earlier vehicles.
- Where alternative remedies are not feasible or would be disproportionately costly, Delivan may determine the appropriate corrective action.
- For over-the-counter parts not installed by Delivan, coverage applies to the part only.

Maintenance Section

Maintenance Principles:

- To maintain optimal vehicle performance and range, please strictly adhere to the maintenance schedule provided in the table below or as prompted by the vehicle's onboard system.
- All maintenance operations can be performed by either a Delivan authorised service centre or a qualified third-party repair facility, provided that:
- Parts and fluids used comply with Delivan specifications.
- Complete service records are retained (including work orders, parts lists, and qualification certificates).
- Repairs follow original equipment procedures.
- **Driving under adverse conditions**

If the vehicle is used under prolonged exposure to the following harsh conditions, it is advisable to shorten the maintenance interval appropriately. Harsh conditions typically include:

The average driving distance per trip is typically less than 10 kilometers.

Frequently operated under ambient temperatures below 0°C or above 35°C.

Driving with frequent stops due to traffic congestion, or operating the vehicle idly or at low speeds for extended periods.

Frequently driven in areas with poor road conditions, high dust levels, or hilly/mountainous terrain.

Basic Maintenance	After every 2 years or 50,000 kilometers (whichever comes first)
Additional Maintenance	In addition to following the standard maintenance schedule, when the vehicle's mileage or usage time reaches specified thresholds, additional maintenance items must be performed alongside routine checks.

No.	Maintenance Item / Maintenance Cycle	Every 2 years / Every 50,000 km (whichever comes first)
1	Check the coolant level and the sealing integrity of the cooling system piping, and replenish coolant as needed.	√
2	Check the tightening status of the motor mounting bracket.	√
3	Check the high-voltage cable harness for interference, wear, or damage to the insulation layer.	√
4	Check the appearance integrity and installation reliability of the low-voltage connector to ensure it is undamaged and properly assembled.	√
5	Check the appearance integrity and installation reliability of the high-voltage connector to ensure it is undamaged and properly assembled.	√
6	Check the saturation charge level of the high-voltage battery pack and perform saturation charging as needed.	√
7	Check the brake fluid level and the sealing integrity of the brake system piping, and replenish brake fluid as needed.	√
8	Check all mounting components and fasteners of the front and rear suspensions to ensure reliable connections.	√
9	Check the tightness and wear condition of connecting components such as the steering tie rod, ball joint, and steering knuckle mounting bolts.	√
10	Chassis inspection: Check the reliability of fixation for all chassis components, fasteners, wiring harnesses, and pipelines; identify any interference or oil/water leaks.	√
11	Check the hub bearings, tyre pressure, and tread wear condition; adjust tyre pressure as needed; replace tyre pressure when required; and tighten wheel bolts to the specified torque.	√
12	Check the effectiveness of the wiper blades and replace them as needed.	√
13	Check whether the lighting signals, instrument displays, and electrical equipment functions are operating normally.	√
14	Check the battery level and charging status, clean the battery terminal, and tighten it as needed.	√
15	Check whether the airbag appearance is intact and whether the seat belt's extension and locking functions are functioning properly.	√

Maintenance Section

No.	Maintenance Item / Maintenance Cycle	Every 2 years / Every 50,000 km (whichever comes first)
16	Check the reliability of air conditioning pipeline connections and fixation, and verify the operational functionality of the air conditioning system.	√
17	Road Test: Dynamic Performance Testing.	√
18	Check the fixation and protection status of the front cabin wiring harness to ensure there is no interference or damage.	√
19	Inspect the wear condition of brake pads and brake discs before and after operation, and adjust or replace them as needed.	√
20	Check whether the dust cover of the constant-speed universal joint is damaged.	√
21	Use after-sales diagnostic equipment to check the operating status of each system.	√
22	Clean and lubricate moving body components such as door limiters, hinges, and guide rails.	Additional Maintenance Items
23	Replace the air conditioning filter element every 2 years.	Additional Maintenance Items
24	Replace drive motor lubricant every 4 years or 60,000 kilometers.	Additional Maintenance Items
25	Replace the brake fluid every 2 years or 50,000 kilometers.	Additional Maintenance Items
26	Replace the coolant every 2 years or 50,000 kilometers.	Additional Maintenance Items
27	Maintain the spline of the rear drive motor every 100,000 kilometers.	Additional Maintenance Items
28	Replace the rear axle oil: First time - every 3 years or 100,000 kilometers; Subsequent replacements - every 6 years or 200,000 kilometers.	Additional Maintenance Items

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Maintenance Date:	Maintenance Date:
Odometer Reading (km):	Odometer Reading (km):
Items Serviced:	Items Serviced:
Authorised Service Provider Name:	Authorised Service Provider Name:
Provider Stamp:	Provider Stamp:
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