



*ZAP (HK) CO., LIMITED  
XIAMEN EFUN VEHICLE CO., LTD.  
& ECOMOBILITY GREEN WORLD  
WARRANTY DOCUMENT*



## WHO IS THE WARRANTOR?

ZAP (HK) CO., LIMITED - XIAMEN EFUN VEHICLE CO., LTD.

(ECOMOBILITY GREEN WORLD, S.L, Attorney of the manufacturer in Europe)

## WHO DOES THIS LIMITED WARRANTY COVER?

This Limited Warranty applies to all original owners and any subsequent owners of covered EFUN motorcycles, from 2019 models. It is provided at no additional cost during the applicable warranty coverage period.

## WHAT DOES THIS LIMITED WARRANTY COVER?

Efun warrants that all factory manufactured 2019 Efun Motorcycles are free from defects in material and workmanship during the period of this Limited Warranty.

This Limited Warranty covers parts, including the motor, motor controller, frame, swing arm, fork, rear shock, brake assemblies, wheels and electrical sub-assemblies, and approved Efun accessories installed at the time of purchase by an authorized Efun dealer.

This Limited Warranty also covers the following items, collectively referred to as “Power Packs”: battery, battery management system, inner wiring and inner structures.

## WHAT IS THE COVERAGE PERIOD OF THIS LIMITED WARRANTY?

The duration of this Limited Warranty for 2019 Efun Motorcycles, not including the Power Packs, is a period of two (2) years and 90 days from the original “shipment date“, or (2) two years from the final delivery to the client in the central office of Ecomobility Green World.

Note: The “shipment date” is the date that Ecomobility Green World ships the motorcycle to the authorized dealer.

*The duration of this Limited Warranty for the Power Packs (not including the Power Pack’s outer case) is:*

### **Efun Scooters 5 Kw and superior:**

- Five (5) years and 90 days from the “shipment date” for the power source units or 50.000 km, and five (5) years or 50.000 km from the final delivery to the client in the central office of Ecomobility Green World.

### Efun Scooters less than 5 Kw:

- Three (3) years and 90 days from the „shipment date“ for the power source units or 30.000 km, and three (3) years or 30.000 km from the final delivery to the client in the central office of Ecomobility Green World.

The Power Pack's outer case is not covered under the Power Pack Limited Warranty duration terms above. Instead, the Power Pack's outer case is covered for a period of two (2) years from its final delivery to the client in the central office of Ecomobility Green World.

### WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

Due to the battery chemistry, there is a normal, expected reduction in range/capacity that Power Packs can yield over time and usage. Depending on use and storage conditions, Power Packs will degrade during the duration of this Limited Warranty period. Ecomobility Green World will only repair or replace pursuant to this Limited Warranty a Power Pack that exhibits a nominal storage capacity reduction of greater than 20% of the published nominal capacity, as measured by an authorized Ecomobility Green World dealer. To check the capacity of a Power Pack, an authorized Ecomobility Green World dealer can perform a battery management system log data extraction, which will confirm if a reduction is within expected norms.

Further, this Limited Warranty only covers 2019 Efun Motorcycles that are operated according to “proper use” and “under normal operating conditions.” For purposes of this exclusion, the following definitions apply:

- “Normal operating conditions” require routine care and maintenance of the 2019 Efun Motorcycle as described in the Owner's Manual.
- “Proper use” means only the use of a motorcycle in the manner intended for a rider and passenger on a 2019 Efun Motorcycle with proper safety equipment as described in the Owner's Manual, in accordance with local regulations.
- “Proper use” also means the recharge of Power Packs just with authorized 2019 Efun chargers after every use and the storage with the battery completely charged, the recharge every 30 days or the recharge during periods of unuse or irregular use.

In addition, this Limited Warranty does not cover:

- The cost of parts and labor involved in any routine care and maintenance and/or the replacement of parts due to normal wear and tear, use, or deterioration, including but not limited to: tires, brake pads and rotors, belt drive, fork seals, grips, foot pegs, and the seat;
- The tires installed on the 2018 Efun Motorcycle. The original equipment tires are warranted separately by the tire manufacturer;
- The replacement of fluids, unless their replacement is a necessary part of warranty service on a covered component;
- Wheel and spoke damage resulting from off road use;
- Any cosmetic concerns that arise as a result of environmental conditions, owner abuse, misuse, lack of routine care and maintenance, and/or improper use;
- Parts or components damaged by use or operation under abnormal circumstances or contrary to the requirements described in the Owner's Manual including a failure to have the motorcycles firmware updated during the regular service intervals or in a timely basis following a notification that a new update is available.
- 2019 Efun Motorcycles used for racing or other competitive events;
- 2019 Efun Motorcycles misused or improperly operated;
- Damage, malfunctions, or performance problems caused by modifications or alterations to 2019 Efun Motorcycles - including modifications or alterations performed by an authorized Ecomobility Green World dealer - that cause the 2019 Efun motorcycle to fail;
- Damage, malfunctions, or performance problems caused by aftermarket accessories installed on a 2019 Efun Motorcycle after the "in service date," or caused by aftermarket accessories installed by someone other than an authorized Ecomobility Green World dealer;
- Damage, malfunctions, or performance problems caused by the improper repair of the motorcycle, installation of any parts or accessories not sold or approved by Efun, the installation and use of any parties or accessories that alter the motorcycle's specifications from those set by Efun, or the use of new or used parts not approved by Efun;

- Damage, malfunctions, or performance problems caused by the installation or use of any charger not sold or approved by Efun;
- Damage, malfunctions, or performance problems caused by fire, collision, accident, or improper storage;
- Damage, malfunctions, or performance problems caused by continued operation of the motorcycle after a warning light, gauge reading, or other warning indicates a mechanical or operational problem;
- 2019 Efun Motorcycles severely damaged or declared to be a total loss by an insurer, or motorcycles substantially reassembled from or repaired with parts obtained from another used motorcycle;
- Damage, malfunctions, or performance problems caused by the failure to follow recommended maintenance requirements as set forth in the Owner's Manual;
- Damage, malfunctions, or performance problems caused by airborne industrial pollutants (e.g., acid rain), bird droppings, tree sap, stones, flood water, windstorms, or other similar occurrences

Further, this Limited Warranty does not apply to 2019 Efun Motorcycles or parts and accessories that are not imported or distributed by Ecomobility Green World.

#### WHAT OTHER LIMITATIONS OR DISCLAIMERS APPLY TO THIS LIMITED WARRANTY?

The following additional limitations and disclaimers apply to this Limited Warranty:

- Perform all recommended and necessary routine care and maintenance and engage in proper use of your 2019 Efun Motorcycle as detailed in the Owner's Manual, including obtaining any firmware updates available at each service interval or in a timely basis following a notification that a new update is available.
- **The warranty will be valid only if the official revisions and repairs during the period of the warranty, will be made by the official service and/or by authorized Ecomobility Green World dealers, for the maintenance and repairs.**

**For the validity of the warranty, The compulsory revisions are:**

- **1st check after 1000 km or 6 months**

- **Annual check or after 6000 km**
  
- THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH THE SALE OF THIS EFUN MOTORCYCLE MODEL. ANY IMPLIED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE IS LIMITED IN DURATION TO THE STATED PERIOD OF THIS WRITTEN WARRANTY. Ecomobility Green World doesn't assume and doesn't authorize anybody to assume any responsibility in its name
  
- THIS LIMITED WARRANTY DOES NOT COVER ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF VALUE OF THE MOTORCYCLE, LOST PROFITS OR EARNINGS, OUT-OF-POCKET EXPENSES FOR SUBSTITUTE TRANSPORTATION OR LODGING, EXPENSES ASSOCIATED WITH RETURNING THE COVERED PRODUCT TO AN AUTHORIZED SERVICE FACILITY OR DEALER, TOWING AND/OR ROADSIDE ASSISTANCE EXPENSES, EXPENSES ASSOCIATED WITH RETURNING THE COVERED PRODUCT BACK TO ITS OWNER, MECHANIC'S TRAVEL TIME OR COMMUNICATION CHARGES, LOSS OR DAMAGE TO PERSONAL PROPERTY, LOSS OR TIME, OR INCONVENIENCE. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
  
- Efun reserves the right to change or improve the design of any 2019 Efun Motorcycle, Power Pack, or any other Efun parts (collectively, "Efun products") at any time, without assuming any obligation to modify any Efun products previously manufactured or sold.
  
- The purchaser acknowledges that there is an inherent risk in the operation of motorcycles. This Limited Warranty does not cover - and Ecomobility Green World cannot assume responsibility for - any injury arising from the unsafe or improper operation of Efun products, or the user's failure to comply with instructions, care and maintenance requirements, warnings, and safety precautions.
  
- The original registered owner or subsequent registered transferee as documented on the Efun motorcycle warranty registration form is responsible for conveying the Owner's Manual and all safety warnings, instructions, and Limited Warranty if the unit is sold, loaned, or otherwise transferred to another person.

#### **WHAT ARE YOUR RESPONSIBILITIES AS A CUSTOMER?**

As the owner of a product covered by this Limited Warranty, it is your responsibility to read and understand the Owner's Manual, this Limited Warranty, and all product warnings before operating your 2019 Efun Motorcycle.

Serious injury or death can result from improper operation or failure to observe warnings and safety instructions on any motorcycle.

Further, it is also your responsibility to:

- Perform all recommended and necessary routine care and maintenance and engage in proper use of your 2019 Efun Motorcycle as detailed in the Owner's Manual, including obtaining any firmware updates available at each service interval or in a timely basis following a notification that a new update is available.
- Learn and obey all federal, state, and local laws governing the operations of a motorcycle, generally, and an electric motorcycle, specifically.
- At all times when operating a 2019 Efun Motorcycle wear proper safety equipment and clothing, including but not limited to helmet, eye protection, and appropriate boots.
- Convey the Owner's Manual and all safety warnings, instructions, and Limited Warranty if the unit is sold, loaned, or otherwise transferred to another person.

#### WHAT WILL EFUN MOTORCYCLES DO UNDER THIS LIMITED WARRANTY?

During the duration of this Limited Warranty, an authorized Efun dealer will repair or replace (at Efun's discretion), without charge, any 2019 Efun Motorcycle, or parts that are covered by this Limited Warranty and found by Efun or an authorized Efun dealer to be defective in factory materials or workmanship.

#### HOW DOES THIS LIMITED WARRANTY RELATE TO STATE LAW?

This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

#### HOW DO YOU OBTAIN SERVICE UNDER THIS LIMITED WARRANTY?

Warranty services may be obtained by contacting your local Ecomobility Green World Motorcycles dealer. Please refer to the dealer locator on our website (<https://www.ecomobilitygreenworld.com/>) for your nearest location.

In the event that a dealer is not in your state, province, or country, you can contact ECOMOBILITY GREEN WORLD, S.L. , email : [service@ecomobilitygreenworld.com](mailto:service@ecomobilitygreenworld.com)



In any written or telephonic communication, please state the specific nature of any circumstances leading to the problem and include the VIN and odometer reading.

**Contact:**

Ecomobility Green World ES  
Central Office  
Customer Service  
Calle Horizonte 8, local 6 (P.I.S.A.)  
41927 Mairena del Aljarafe  
Seville – Spain  
[info@ecomobilitygreenworld.com](mailto:info@ecomobilitygreenworld.com)