



## 1. SPIRO WARRANTY COVERAGE

1.1 Spiro warrants that the motorcycle model EKON 450 M1 (hereinafter referred to as the "Product(s)") will be free from defects in materials and workmanship defects. The parts warranty coverage is as per the Annexure 1 mentioned below from the date of delivery of the product.

1.2 This warranty is valid only for the original Buyer and is not transferable unless otherwise agreed upon in writing by the Spiro.

## 2. SCOPE OF WARRANTY

2.1 Spiro agrees to repair or replace the defective Part, at our discretion, if a defect arises and a valid claim is received within the Warranty Period.

2.2 This warranty does not cover any damage or defect caused by:

- Misuse, neglect, or improper handling;
- Unauthorized repairs, modifications, or alterations;
- Use of the Product for purposes other than those for which it is designed;
- Normal wear and tear;
- Accidents or natural disasters, including but not limited to fire, floods, or earthquakes.

## 3. CLAIM PROCEDURE

3.1 To make a claim under this warranty, the Buyer must notify Spiro within 15 Days of discovering the defect.

3.2 The Buyer must provide proof of purchase and any other information reasonably requested by the Spiro.

## 4. LIMITATION OF LIABILITY

4.1 Spiro's liability under this warranty is limited to the repair or replacement of the defective Parts. Under no circumstances shall the Spiro be liable for any indirect, incidental, or consequential damages, including but not limited to loss of profits or use.

4.2 The warranty provided herein is exclusive and is in lieu of any other warranty, whether express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.

**[Spiro Authorized]**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**[Customer Name]**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Energy on the **move**

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PLACE BUILDING, P.O. BOX 3421, NAIROBI KENYA





## Annexure 1

### Parts Warranty - EKON 450 M1

Accessories	Parts name	Timeline / Kilometre	Remarks
Body parts	Frame	18 Months/ 20000KM	Natural cracking, de-welding, fracture and deformation
Motor / Controller	Motor / Controller	18 Months / 20000km	1. The coil phase deficiency, burning, magnetic steel demagnetization, falling off and other quality problems caused by external forces 2. The parts are limited to the performance failure of the warranty; the appearance of the case is not warranty.
Mechanical Body parts	Vehicle body parts: Handlebar, Steering column, Swing arm, Front wheel, Rear wheel, Front and Rear Shock absorber, Disc Brake system, main bracket, side bracket, front bracket, Rear Carrier, Front and Rear Fender bracket, Lock Set, Crank & Chainwheel, Side Stand, Centre Stand	12 Months / 10000 km	Performance failures or irreparable quality problems due to product reasons
Electrical Parts	Electrical parts: Controller, headlights, turn signal, rear tail light, license plate light, profile light, Display, Combination switch Module, set lock, DC converter, Throttle, Horn, VCU, Wire Harness & its connectors (Short Circuit / Melting / Burning)	12 Months / 10000 km	Performance failures or irreparable quality problems due to product reasons
Quick - wear parts	Other vehicle parts: Chain, plastic parts paint, Saddle, Rearview mirror, Brake Calliper / shoe block, Tires, Charging port components, Cable, Power cable plug, Appearance parts, PP parts and other appearance parts not included in the above items	3 Months / 500 Kms	Manufacturing & Transportation damage defects (Functional / Aesthetical) is covered. Normal - wear & tear of parts is not covered under warranty