



## 1. SPIRO WARRANTY COVERAGE

1.1 Spiro warrants that the motorcycle model Ekon400M2 (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 to Wiring harness or other components;
- 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.
- Situations that have no substantial negative impacts on overall performance or normal use of Product, such as noise, vibration, oil leakage, faded exterior colors, and rust on metal parts.
- Defects, malfunctions, anomalies, damages and/or other adversities caused by air pollution, bird droppings, oxidization, weathering, sulphur, salts, chemical agents and/or similar substances.
- Defects, malfunctions, anomalies, damages and/or other adversities caused by acrobatic performance, racing or riding on surfaces other than usual paved roads.
- Defects, malfunctions, anomalies or damages caused by the failure to perform or receive regular maintenance services by Partner or by Partner's customers; Defects, malfunctions, anomalies or damages caused by the inappropriate use, maintenance or repair on the Spiro Vehicles, such as the maintenance or repair not carried out with Spiro's Special Tools or lubricating Oils or that was performed by a third party not authorized or recognized by Spiro.

## 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.

Energy on the **move**

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## 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]**

**[Customer Name]**

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

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

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

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

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

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

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

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

### Annexure 1 - Parts Warranty – EKON400M2

Accessories	Parts name	Timeline / Kilometre	Remarks / Warranty Exemptions
Body parts	Frame	12 Months/ 20000KM	Natural cracking, de-welding, fracture and deformation
Motor	Motor	12 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 and Rear Shock absorber, Disc Brake system, main bracket, side bracket, front bracket, Rear Carrier, Side Stand, Front and Rear Fender bracket	6 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, Display, Center Control, Combination switch Module, DC converter, Throttle, Horn, VCU, Wire Harness	6 Months / 10000 km	Performance failures or irreparable quality problems due to product reasons
Mechanical parts	Wheel Hub / Lock set	3 Months / 5000 Km	Hub Deformation & scratches and damages due to improper maintenance & overload use. Damage occurred due to collision / accident are not part of Warranty
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