

AIMA Warranty Policies

The Seller and the Buyer agree to the following product warranty terms:

No.	Category	Part Name	Fault Type of Warranty	Warranty Period/Mileage (Calculated based on whichever arrives first)	Description
1	Electrical parts	Motor	1. Coil phase loss 2. Coil burnt out 3. Field loss or fall-off for magnetic steel 4. Motor shaft deformed or broken	24 months /20,000 km	1. If the rear wheel hub is deformed due to the tire pressure being lower than the standard value, the warranty service will not be available. 2. Damage caused by external collision or a traffic accident is not covered by the warranty 3. Fault caused by refit without authorization is not covered by the warranty.
2		Lithium battery	1. It cannot be charged 2. It does not discharge	24 months /15,000 km	1. The battery is not subject to the circulated three guarantees, the three-guarantee date after battery replacement is calculated according to the remaining three-guarantee period of the original battery. 2. If the battery is not recharged in time as required during storage, resulting in the battery fault and unable to be repaired, the three guarantees will not be provided.
3		Lead-acid battery	1. The battery is broken 2. No electricity can be stored	9 months /10,000 km	1. The battery is not subject to the circulated three guarantees, the three-guarantee date after battery replacement is calculated according to the remaining three-guarantee period of the original battery. 2. If the battery is not recharged in time as required during storage, resulting in the battery fault and unable to be repaired, the three guarantees will not be provided.
4		Graphene battery	1. The battery is broken 2. No electricity can be stored	21 months /10,000 km	1. The battery is not subject to the circulated three guarantees, the three-guarantee date after battery replacement is calculated according to the remaining three-guarantee period of the original battery. 2. If the battery is not recharged in time as required during storage, resulting in the battery fault and unable to be repaired, the three guarantees will not be provided.

5		Controller /central console/ch arger/conv erter	Performance failure caused by manufacturing defects and cannot be repaired	12 months /10,000 km	Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.
6		Instrument	The following faults caused by manufacturing defects of the product: 1. Display failure or missing of instrument 2. Poor sealing, resulting in water accumulation inside the instrument 3. Inaccurate display of the speedometer	12 months /10,000 km	Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.
7		Switch	The following faults caused by manufacturing defects of the product: 1. Button seizure or malfunctioning 2. The button is broken or falls off. 3. The switch is open or short-circuited.	12 months /10,000 km	Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.

8		Lock	<p>The following faults caused by manufacturing defects of the product:</p> <ol style="list-style-type: none"> 1. The circuit is open or short-circuited 2. The key does not match 3. The stem cannot be locked due to mismatch of the lock cylinder length 	12 months /10,000 km	Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.
9		Flasher	<p>The following faults caused by manufacturing defects of the product:</p> <ol style="list-style-type: none"> 1. Open-circuit or short-circuit 2. No flashing signal output 	12 months /10,000 km	Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.
10		Alarm device	<p>The following faults caused by manufacturing defects of the product:</p> <ol style="list-style-type: none"> 1. The button of the remote-control handle is out of order or the shell falls off 2. The remote-control handle cannot be started, set, or unset 3. Automatic power-on, automatic power-off and other faults 	12 months /10,000 km	Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.

11		Horn	Faults which cannot be repaired, such as no sound of the horn after powering on, due to manufacturing defects of the product:	12 months /10,000 km	Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.
12		Handlebar	The following faults caused by manufacturing defects of the product: 1. No signal output due to failure of the Hall sensor 2. The handlebar is stuck and does not reset	12 months /10,000 km	Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.
13		Air switch	The following faults caused by manufacturing defects of the product: 1. Abnormal on/off: Open-circuit when it is on, and short-circuit when it is off 2. Short-circuit protection abnormality: The switch does not trip when the external circuit is short-circuited	12 months /10,000 km	Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.
14		Main wiring harness	The following faults caused by manufacturing defects of the product: 1. The circuit is short-circuited, open-circuited	12 months /10,000 km	Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.

			<p>or in poor contact</p> <p>2. The plug does not match</p> <p>3. The sequence of the plug cable does not match</p>		
15		Lamps (Including headlights, turn signal lamps, tail lamps, marker lights, license plate lights, etc.)	<p>The following faults caused by manufacturing defects of the product:</p> <p>1. Deformation and rupture</p> <p>2. Poor sealing, resulting in water accumulation inside the lamps</p> <p>3. The light beads are not illuminated</p> <p>4. The plug does not match, and the sequence of the cable does not match</p>	6 months /10,000 km	<p>1. Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.</p> <p>2. Decorative lamps are not covered by the warranty.</p>
16		On/off switch of outrigger	<p>The following faults caused by manufacturing defects of the product:</p> <p>1. The circuit is short-circuited, open-circuited or in poor contact</p> <p>2. The plug does not match</p>	6 months /10,000 km	<p>Faults caused by man-made causes such as refit, wiring, dismantling, etc. without authorization are not covered by the warranty.</p>
17	Metal parts	Frame	1. Natural unsoldering, desoldering and fracture	24 months /20,000 km	1. Damage caused by external collision or a traffic accident is not covered by the warranty.

			2. Incorrect VIN number		2. Fault caused by refit without authorization is not covered by the warranty.
18		Front fork	Natural unsoldering, desoldering, deformation and fracture	12 months /10,000 km	1. Damage caused by external collision or a traffic accident is not covered by the warranty. 2. Fault caused by refit without authorization is not covered by the warranty.
19		Steering handle	Natural unsoldering, desoldering, deformation and fracture	12 months /10,000 km	1. Damage caused by external collision or a traffic accident is not covered by the warranty. 2. Fault caused by refit without authorization is not covered by the warranty.
20		Shock-absorbing device	Natural unsoldering, desoldering, deformation and fracture	12 months /10,000 km	1. Damage caused by external collision or a traffic accident is not covered by the warranty. 2. Fault caused by refit without authorization is not covered by the warranty.
21		Rear fork	Natural unsoldering, desoldering, deformation and fracture	12 months /10,000 km	1. Damage caused by external collision or a traffic accident is not covered by the warranty. 2. Fault caused by refit without authorization is not covered by the warranty.
22		Front hub	Natural unsoldering, desoldering, deformation, fracture and air leakage	12 months /10,000 km	1. If the rear wheel hub is deformed due to the tire pressure being lower than the standard value, the warranty service will not be available. 2. Damage caused by external collision or a traffic accident is not covered by the warranty.
23		Brake	1. Disc brake: Oil leakage, natural cracking of oil pipe, and falling off of brake pad 2. Drum brake: Spring breakage of tension clamp, and falling off of brake pad	12 months /10,000 km	1. Brake pads are not covered by the warranty. 2. Damage caused by external collision or a traffic accident is not covered by the warranty. 3. Fault caused by refit without authorization is not covered by the warranty.

			3. Failure for power off switch of brake		
24		Tailstock box bracket	Natural unsoldering, desoldering, deformation and fracture	6 months /10,000 km	1. Bracket problems caused by overloading are not covered by the warranty. 2. Damage caused by external collision or a traffic accident is not covered by the warranty. 3. Fault caused by refit without authorization is not covered by the warranty.
25		Main stand	Natural unsoldering, desoldering, deformation and fracture	9 months /10,000 km	1. Damage caused by external collision or a traffic accident is not covered by the warranty. 2. Fault caused by refit without authorization is not covered by the warranty.
26	Painting/ ABS	Painted parts	1. Color difference, discoloration, and fading 2. Paint peeling, cracking, and surface corrosion	6 months /10,000 km	Faults caused by vandalism are not covered by the warranty.
27		Saddle	1. Leather cracking 2. Floor breakage 3. The size of the lock hook does not match	6 months /10,000 km	1. Cracking caused by acid corrosion is not covered by the warranty. 2. Faults caused by vandalism are not covered by the warranty.
28	Other	Foot pedal	Manufacturing quality problems such as deformation, breakage, rust, etc.	6 months /10,000 km	This part requires daily maintenance and lubrication
29		Rear saddle cushion	Natural cracking of leather	6 months /10,000 km	1. Cracking caused by acid corrosion is not covered by the warranty. 2. Faults caused by vandalism are not covered by the warranty.

30	Spare Parts	Quick wear parts and consumables such as rearview mirrors/brake pads/brake cables/tires/charging ports/chains/electroplating parts/standard parts, etc. in use	They are not within the scope of three guarantees.
<p>Notes:</p> <ol style="list-style-type: none"> 1. Customers need to provide pictures of quality problems, VIN codes, etc. (provided in the form of "Product Quality Problem Feedback Form"). 2. The warranty period is calculated from the outbound delivery date from AIMA. If the shipment is delayed due to the Buyer's reasons, the warranty period will be shortened according to the actual situation. 3. For the household electric scooters, the warranty period shall be subject to the above table; and for the non-household ones (such as for business, commercial, corporate, group purchase, and rental purposes), the warranty period shall be half of the period specified in the above table. 4. If the electric scooter is not used for a long time, the battery shall be charged once a month. If the battery is damaged due to non-charging for a long term, it will not be covered by the warranty. 5. The warranty period is based on both date and mileage, whichever comes first. For example, if the controller failure time is within the range but the mileage has reached 10,000 km, the warranty will not be provided. 			
<p>Situations that are not covered by the warranty:</p> <ol style="list-style-type: none"> 1. According to the table above, if the warranty period and scope are exceeded, it is not covered by the warranty. 2. Damage caused by not using original accessories and refit without authorization is not covered by the warranty. 3. Damage caused by force majeure factors such as smoke, drugs, earthquakes, typhoons, floods, chemical corrosion, etc., such as advertising promotions, gifts, noise, artificial soft and hard objects, etc. 4. Faults caused by human factors such as collision, falling off, overloading, overspeed, failure to use original accessories, failure to follow operating instructions, etc. 5. Battery undervoltage, bulging, soaking, damage (low voltage) and battery appearance damage caused by external reasons are not covered by the warranty. All batteries and accessories are not subject to circulated warranty. 6. Battery deformation, shortened battery life, shortened range, etc. caused by fast charging are not covered by the warranty. 			
Buyer		Seller	

Note 1: The period and scope of three guarantees are the version implemented by AIMA Group for overseas agents - version 202404;

Note 2: AIMA will update the "Period and Scope for Three Guarantees of International After-sales Service" according to the actual situation.