Eli Electric Vehicles

GLOBAL · 2026 VERSION

Eli ZERO New Vehicle Limited Warranty

PLEASE NOTE

This global version is a general guideline, provided for information purposes only. Warranty terms and conditions vary by region and country. For the terms that apply to your vehicle, please check with your local distributor or the authorized dealer where you purchased your vehicle.

About this warranty

Thank you for choosing the Eli ZERO.

Your new Eli ZERO comes with a New Vehicle Limited Warranty. This document explains what the warranty covers, what it doesn't cover, and how to get warranty service. To keep your vehicle in good condition, please read your owner's manual carefully and have your Eli ZERO serviced regularly. We recommend an authorized Eli dealer.

> **Global version: please read.** This global version of the Eli ZERO New Vehicle Limited Warranty is a general guideline, provided for information purposes only. It is not a warranty statement and does not, on its own, create any warranty obligation. Warranty terms and conditions vary by region and country. The warranty that applies to your vehicle is set out in the warranty documents you receive when you buy it, which also name the warranty provider. For the terms that apply to you, please check with your local distributor or the authorized dealer where you purchased your vehicle. If this document differs from your local warranty documents, your local warranty documents apply.

The information in this document is correct at the time of publication. Eli Electric Vehicles may update this document at any time without prior notice. Updates do not change the warranty documents you received when you bought your vehicle.

Warranty coverage at a glance

Each warranty period starts on the date the vehicle is first delivered to its first owner, as shown on the purchase invoice, and ends when either its time limit or its distance limit is reached, whichever comes first. This warranty applies only to vehicles sold new through Eli's authorized distribution network.

2 years
or 20,000 km

Basic Vehicle Limited Warranty
The whole vehicle and all parts not listed separately

30 months
or 30,000 km

Motor and electronic control system
Drive motor and electronic control units

3 years
or 50,000 km

Battery Limited Warranty
LFP (lithium iron phosphate) traction battery

1 year

Accessories
Smart key

3 months
or 2,000 km

Wearing parts
See the list under "Wearing parts"

Not covered

Consumables
See the list under "Consumables"

For warranty details on a specific part, please ask your authorized Eli dealer.

What is covered

Basic Vehicle Limited Warranty

Subject to the separate coverage for certain parts and the limitations in this document, the Basic Vehicle Limited Warranty covers the repair or replacement, at Eli's choice, of parts that are defective in materials or workmanship under normal use, for 2 years or 20,000 km, whichever comes first.

Warranty repairs are free of charge for parts and labor. Eli may use new or reconditioned parts, and parts that are replaced become Eli's property. A repair or replacement does not extend the warranty: replaced parts are covered for the rest of the original warranty period.

Motor and electronic control system

The drive motor and electronic control units are covered for 30 months or 30,000 km, whichever comes first.

Battery Limited Warranty

The Eli ZERO's LFP (lithium iron phosphate) battery is covered for 3 years or 50,000 km, whichever comes first.

The capacity of every battery decreases gradually with use and age. A loss of 30% or less in battery capacity during the warranty period is normal and is not covered by this warranty. A claim for loss of capacity must be confirmed by an authorized Eli dealer using Eli's diagnostic tools, and approved by Eli.

Driving range depends on driving style, speed, temperature, load, use of heating or air conditioning, and battery age. Published range figures are measured under standard test conditions and are not guaranteed.

The Battery Limited Warranty covers the battery itself, not other system components. The manual service disconnect (MSD), wiring harness and other detachable components are covered by the Basic Vehicle Limited Warranty instead.

Wearing parts

The following wearing parts are covered against defects in materials or manufacturing for 3 months or 2,000 km, whichever comes first:

- 12V service battery (36 Ah / 60 Ah)
- 12V power outlet (120 W)
- Charging port lid
- Tailgate gas spring assembly
- Electric horn
- Wiper assembly
- Painted parts
- Plated parts
- Seat covers

Consumables (not covered)

Consumables wear out through normal use and are not covered by this warranty. They include fuses, relays, light bulbs, button-cell batteries, glass, lubricants, technical fluids, tires, brake pads, motor brake pads, wiper blades, shock absorber springs, trim, bolts and nuts, rubber parts (such as rubber mats, rings, seals and hoses), and any gifts supplied with the vehicle.

Warranty periods are not extended when the vehicle is sold or transferred to a new owner.

What is not covered

This warranty does not cover damage, malfunction or deterioration caused by any of the following.

Parts, repairs and modifications

- Parts and accessories not supplied by Eli, and failures or damage caused by parts that are not original Eli parts or of matching quality
- Failures caused by not using the products or technical fluids recommended in the owner's manual
- Failures or damage caused by maintenance or repairs that were carried out incorrectly or not to Eli's specifications
- Unauthorized modifications, additions or improper repairs, including the use of parts or accessories that are not authorized for or compatible with the vehicle, or of lubricants or technical fluids (including cleaning agents) that do not meet the specifications in the owner's manual
- Any damage to, or unauthorized alteration of, the vehicle's hardware or software

Maintenance and care

- Not maintaining or repairing the vehicle as described in the owner's manual and service manual
- Not carrying out, or delaying, the maintenance described in the owner's manual
- Serious faults or accidents caused by not inspecting and maintaining the vehicle as required
- Not having the battery's performance tested every year, where testing could have prevented the failure or damage

Battery and charging

- Battery damage caused by lack of maintenance, negligence, insufficient charging, overcharging, loose wiring, abuse or neglect
- Battery fire, wreckage, explosion, freezing, other damage or capacity loss caused by not following the maintenance recommended in the owner's manual
- Battery damage caused by faulty charging equipment, or by charging equipment that does not meet applicable safety standards or the specifications in the owner's manual

Environment and conditions

- Exposure to temperatures above 55°C (131°F) or below -40°C (-40°F)
- Direct exposure to flames, fire or explosives
- Driving through water or other liquids deeper than 250 mm
- Abnormal environments, including chemicals in the air, tree sap, road debris, railway dust, salt and hail
- Storing or transporting the vehicle using improper methods

Accidents and misuse

- Accidents, towing (a flatbed truck is recommended), collisions, objects striking the vehicle, theft, intentional damage or riots
- Improper operation, such as overloading, using the vehicle for towing, self-modification, severe corrosion due to negligence, improper maintenance, or self-repair or disassembly, or driving on unsuitable surfaces such as beaches, off-road tracks, over curbs, or on damaged or hazardous roads
- Use outside normal purposes, including using the vehicle as a power source, competitive driving, retrofitting, wiring the vehicle to power other devices, or carrying sustained loads

Vehicle identification and data

- Any vehicle whose vehicle identification number (VIN) has been altered or removed, or whose odometer reading has been illegally altered or cannot be read accurately
- Failures or damage resulting from the owner's refusal to allow timely data retrieval for diagnostics, analysis or maintenance

Additional limitations

This warranty also does not cover:

- Characteristics of the vehicle's design that are within Eli's specifications, such as performance, range, noise, vibration or ride comfort
- Damage caused by the environment, such as sunlight, airborne chemicals, animal or insect droppings, fallout, salt, acid rain, fire or explosion
- Natural disasters and other events beyond Eli's control, including floods, hurricanes, earthquakes, snow, windstorms, lightning, volcanic eruptions, fire, hail and war
- Any vehicle, component or part that has been structurally altered, modified, neglected, improperly maintained, or used for competition or for purposes it was not designed for, and any damage that occurs during trailer transport or results from service or parts that do not meet Eli's specifications
- Personal losses and expenses, such as transportation, meals and accommodation, lost holidays, lost profits or any other economic loss

Maintenance

Regular maintenance helps keep your Eli ZERO safe, reliable and efficient. All vehicle components wear with everyday use, and parts such as brake pads and tires wear down over time. Servicing your vehicle on schedule helps prevent unexpected repairs and extends its life.

> **Keeping your warranty valid:** have the required maintenance carried out on schedule, in line with Eli's service guidelines, and keep a record of each service. A warranty claim may be declined if the failure was caused by missed or incorrect maintenance.

Service intervals

SERVICE	WHEN
First service	1,500 km or 6 months after purchase (as shown on your purchase invoice), whichever comes first
Regular service	Every 6,000 km or 1 year, whichever comes first
Gear oil replacement	Every 6,000 km or 1 year
Brake fluid replacement	Every 12,000 km or 2 years

The checks below are carried out by a qualified technician at each scheduled service. Between services, you can check tire pressure, lights and wipers yourself. Leave everything else to a qualified technician, especially any work on the high-voltage system.

Every 6 months

1. **Exterior inspection:** check the body, doors, windows, lights and mirrors for visible damage.
2. **Tires:** check that all tires are inflated to the recommended pressure of 195 kPa (28 psi), and check tire wear and wheel bolt torque.
3. **12V service battery:** check that the voltage is at least 11.5 V, and inspect the terminals for corrosion or loose connections.
4. **Electrical system:** test the wipers and all exterior and interior lights, including headlights, indicators and brake lights.
5. **Body:** check the opening and closing of the sunroof and sunroof handle, and the door hinges, latches and locks.
6. **Chassis:** check the torque of the motor controller (MCU) three-phase cables and the brake caliper bolts.

Every 1 to 2 years

All 6-month tasks, plus:

1. **Tires:** check wear, adjust pressure and rotate the tires for even wear (every 12,000 km or 2 years).
2. **Brakes:** inspect the front and rear brake pads and linings for wear, and replace them if needed.
3. **Brake fluid:** check the level and top up if needed (every 12,000 km or 2 years), and check for leaks.
4. **Suspension and chassis:** inspect bushings, shock absorbers and fasteners in more detail, especially if the vehicle is often driven on bumpy or rough roads.
5. **Steering:** check for unusual play or stiffness, and check that the steering column and related parts are in good condition.
6. **Wheel alignment:** check and adjust if needed, especially if tires are wearing unevenly.
7. **Climate system:** check the refrigerant level and refill if needed, replace the cabin air filter (every 12,000 km or 2 years), and check that cooling works properly.
8. **High-voltage cables:** inspect the cables between the battery, motor and charging port for wear, damage or insulation problems.
9. **Charging system:** check that the onboard charging system works correctly, with no error codes during charging.
10. **Battery system:** run a full battery health check with a diagnostic tool, including capacity and cell consistency.
11. **Software:** connect the vehicle to a diagnostic tool and install any available software updates, especially for the battery management system (BMS).

Additional recommendations

- **Cleaning:** clean the vehicle inside and out regularly, and keep dirt and debris away from sensitive areas such as the charging port and battery compartment.
- **Service records:** keep a record of every service, including the date, mileage and work carried out, and ask your dealer to record each service.
- **High-voltage work:** any maintenance or inspection of the high-voltage system must be carried out by a certified technician experienced with electric vehicles.

How to get warranty service

Warranty registration

When you buy your Eli ZERO, your authorized Eli dealer registers the vehicle's warranty with Eli. Please keep your purchase invoice and any warranty documents your dealer gives you, as they show your warranty rights. If your dealer hasn't confirmed your warranty registration, please contact them right away.

Getting your vehicle repaired

If your vehicle needs a repair during the warranty period, take it to an authorized Eli dealer, who carries out all warranty repairs. Bring your proof of purchase and service records. The dealer will inspect the vehicle and, if the fault is covered, repair or replace the affected parts under this warranty.

Please report a fault as soon as you notice it, and stop using the vehicle if driving it could be unsafe or cause further damage. Damage caused by continuing to use the vehicle after a fault appears may not be covered. Unless your local warranty documents say otherwise, the cost of transporting the vehicle to the dealer is not covered.

Other terms

Change of ownership

If the vehicle is sold or transferred to a new owner, the warranty continues for the remainder of the original warranty periods. The warranty periods are not extended by a change of ownership. Please ask an authorized Eli dealer to record the change of ownership.

Limitation of liability

To the extent permitted by applicable law, repair or replacement of defective parts is the only remedy under this limited warranty, and Eli is not liable under this warranty for any indirect, incidental or consequential loss, including loss of use of the vehicle. Nothing in this document limits or excludes any liability that cannot be limited or excluded by law, such as liability for death or personal injury caused by negligence, or liability under product liability law.

Your legal rights

This limited warranty is given in addition to your legal rights and does not limit or exclude them. In the European Union, the seller of your vehicle is legally responsible, free of charge, for any lack of conformity that exists at delivery and becomes apparent within two years, or longer where national law provides. Similar rights apply in many other countries under local consumer law.

Contact

For warranty questions or to book a service, please contact your local distributor or the authorized Eli dealer where you purchased your vehicle.

To find an authorized Eli dealer, visit **www.eli.world**.

For general inquiries, email **support@eli.world** or contact your local authorized service station.

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