



# HDK PLASTIC FACTORY LTD USA

DEALER VERSION

## LIMITED WARRANTY

(Only in U.S.A)



# WARRANTY STATEMENT

## Limited Vehicle Warranty(Only in U.S A)

HDK Plastic Factory LTD USA warrants to the original retail registered purchaser sold by a duly authorized Evolution Electric Vehicles dealer shall be free from any defects in material or workmanship for two (2) years from the date of Purchase from authorized dealer (this is not applicable to 8-p and larger buses which remain at 1 year warranty) with respect to defective parts subject to the terms of this Limited Warranty, as follows:

Vehicles	Warranty Period
All EV Product lines	2 years parts
Lithium Battery	8 years (see appendix I)
Evolution Charger	4 years
Evolution Controller	4 years
Frame	Life Time
8 Passenger , Bus and Bubble Car	1 year
Rental, Taxi, Excessive Use Vehicles	6 months

- Warranty Starts from the date of the purchasing the vehicle from authorized dealer.
- Warranty covers parts for two (2) years, excluding wear parts such as windshield, tires, brakes and seats.
- Warranty for any rental usage vehicles, taxi or other excessive use application is six (6) months and must be registered as such.
- Warranty for the Frame shall be free from defect in materials for life time; frame is defined as chassis, which does not include drive trains, suspension, roof supports, paint and corrosion.
- This Warranty applies only to the authorized dealers, not to any subsequent dealers and end users. Authorized dealers fulfill obligations of warranty for subsequent dealers and end users.
- If the vehicles are not sold in 6 months from the date of the purchasing from HDK Plastic Factory LTD USA, the warranty will be counted from the last day of the third month of the purchasing the vehicle from HDK Plastic Factory LTD USA.
- HDK will provide warranty for EVOLUTION brand batteries.
- HDK provides 4-year warranty for EVOLUTION Controller. Cracks in the case, or post breakage are not defects and are classified as abuse and neglect and are not under warranty.
- HDK will provide 4-year warranty for EVOLUTION brand chargers.

This warranty is effective for 2018 models and up. Any changes will have a 90-day notice.

**EXCLUSIONS:** Specifically excluded from HDK Plastic Factory LTD USA limited warranty are:

- Adjustments/repairs made due to normal wear beyond the first Ninety (90) days. Routine maintenance items, cosmetic deterioration, weather deterioration. Electrical components damaged by fluctuations in electric current. Repairs made by non-authorized EV dealer.
- Damage or loss due to vandalism, theft or Acts of God like power surges or other events over which HDK Plastic Factory LTD USA has no control.
- Transportation charges and damage incurred on vehicle or charger transportation, field service for warranty is also excluded.
- Parts replaced due to normal wear including, but not limited to tires, wheel bearings, brake shoes and brake system parts, light bulbs and windshield, painted tops, seat covers.
- This warranty excludes tires, which are warranted by their respective manufacturer.
- Warranty void if unit is equipped with non-standard tires not approved by company .
- Parts defective or damaged by lacking of maintenance, like Trojan battery periodically watering, is excluded from warranty.

# WARRANTY STATEMENT

## NON-TRANSFERABLE

This warranty is to original owner only and is not transferable

## REMEDY

The sole remedy under this warranty and HDK Plastic Factory LTD USA is the obligation in the event of a defect in the vehicle/battery chargers is that HDK will, at its sole option, repair or replace any defective parts. This remedy precludes all other remedies including any lawsuits, claims or other proceedings alleging strict liability, negligence of contract or any cause of action. HDK Plastic Factory LTD USA reserves the right to improve or change the design of any HDK Plastic Factory LTD USA vehicle or battery charger without assuming any responsibility to modify previously manufactured vehicles.

## DISCLAIMER

This warranty is made in lieu of all other warranties, implied or expressed, including any warranty of merchantability or fitness for a particular purpose. HDK Plastic Factory LTD USA further disclaim all liability for incidental, exemplary, punitive or consequential damages; to include but not limited to, personal injury or property damage arising from any defect in the HDK PLASTIC FACTORY LTD USA vehicle or battery charger.

No agent, employee or representative of HDK Plastic Factory LTD USA or any person has authority to bind HDK Plastic Factory LTD USA to any other agreement, representation or warranty concerning the goods sold under this warranty. Some states do not allow limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Products supplied to dealer by HDK PLASTIC FACTORY LTD USA are warranted only in accordance with HDK Plastic Factory LTD USA written warranty to consumers, which is supplied to dealer for distribution to dealer's customers and which may be amended or modified at HDK Plastic Factory LTD USA discretion. OTHER THAN THE WARRANTY CONTAINED IN HDK Plastic Factory LTD USA WRITTEN WARRANTY OR AS REQUIRED BY LAW, HDK Plastic Factory LTD USA DISCLAIMS ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING BUT NOT BY WAY OF LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. HDK Plastic Factory LTD USA DISCLAIMS ANY LIABILITY FOR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES SUFFERED BY DEALER, ITS CUSTOMERS OR ANY THIRD PARTY, except as provided under state law. This warranty expressly excludes all products that Dealer has altered, changed or modified in terms of form, features, function or configuration after said Products are supplied by HDK PLASTIC FACTORY LTD USA in their original form.

Dealer shall show customers any applicable HDK Plastic Factory LTD USA warranty prior to sale of the Products and will furnish customers a copy of any applicable HDK Plastic Factory LTD USA warranty at the time of sale. Dealer shall not give, or purport to give any additional or different warranty to customers on behalf of HDK Plastic Factory LTD USA, other than the applicable written warranty of HDK Plastic Factory LTD USA for the Products.

## WARNING

Any modification or change to the vehicle or battery charger which alters the weight distribution of the vehicle, its stability, increases the speed, or alters the output of the battery charger beyond the factory specifications can cause personal injury and will void this warranty. Do not make any such modification or any other alteration, which would adversely affect the safety of the vehicle. Adding a folding rear seat to the car is the only exception that HDK Plastic Factory LTD USA agreed cover under this warranty.

## VOIDING OF WARRANTY

This, and any other warranty, shall be void if: (1) the vehicle or battery charger is abused or otherwise not used in its intended manner; (2) if it is in an accident or collision;(3) it shows indications that the speed setting was adjusted or modified allowing the vehicle to operate beyond specifications, including but not limited to alterations to the braking system, electrical system, steering or other operating systems of vehicle or shows indication that routine maintenance was not performed when and in the manner specified in the HDK PLASTIC FACTORY LTD USA maintenance and service publications or owner's manual. This warranty shall be void with respect to any defect or damage caused by or as a result of or related to parts or accessories which are not manufactured or authorized by HDK Plastic Factory LTD USA, or were not installed per HDK Plastic Factory LTD USA instructions, or were covered by another manufacturer warranty, whether expired or not.

# Appendix 1

## 8-Year Warranty Batteries

This appendix provides information on the batteries covered under an 8-year warranty period.

### Eligible Batteries for 8-Year Warranty:

Model	Serial Number
L48110*	from E48110S122630 onwards*
L48110-A	All
L48100-A	All
L48160	All
L48160-A	All

\*Note:

**Batteries bearing the model number L48110, with serial numbers starting from E48110S122630 onwards and equipped with an 8-year warranty sticker, are entitled to an 8-year warranty period. Batteries with serial numbers preceding E48110S122630 are subject to a 5-year warranty period.**

Only the batteries and the specific serial numbers listed in this appendix are eligible for the 8-year warranty coverage. It is crucial to retain your purchase receipt and this document as proof of eligibility for warranty claims.

Should your battery require service under the warranty, please submit a warranty claim including your battery's serial number, purchase receipt, pictures and videos, and a detailed description of the issue.

### Updates to the Appendix:

This appendix may be updated periodically to include new batches of batteries eligible for the 8-year warranty. For the most current version of this document, please refer to our website or contact customer support.

HDK Plastic Factory LTD USA

## Master Warranty Claim Form

Evolution SO #:

Claim Date:

Vehicle Information			
Vehicle Model:	<input type="text"/>	Serial #:	<input type="text"/>
Battery serial #	<input type="text"/>	Color:	<input type="text"/>
Controller Model	<input type="text"/>	Motor Model:	<input type="text"/>
Dealer Information			
Authorized Dealer Name:	<input type="text"/>	Contact:	<input type="text"/>
Address:	<input type="text"/>	E-Mail:	<input type="text"/>
(City, State, ZIP)	<input type="text"/>	Phone:	<input type="text"/>
<b>Description of Problem(s)</b> (Pictures or Videos will be necessary if needed)			

Customer signature: \_\_\_\_\_

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

INSTRUCTIONS - Please follow the below instructions to properly submit a warranty claim.

Corono, CA Operations  
 Monday - Friday  
 8am-12pm and 1pm- 5pm  
 Office #: 951-268-6689

HDK Plastic Factory LTD USA

## Master Warranty Claim Form

Invoice Number:

Order # and End User's Name
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Claim Date:

Date claim is submitted
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Vehicle Information			
Vehicle Model:	Ex. C4+, C4 Pro, F4+, F6+, C6+ Etc..	Serial #:	Helps us find the cart's data. The number is a 9-digit number. Ex. 2022*****
Battery serial #	Helps us find BMS data and know what tools are needed	Color:	Include full color of the cart body. Plus/Pro different models. Ex. P. Blue, M. Blue, F Red, CA. Red, Balck
Controller Model	Helps us find controller data and know what tools are needed	Motor Model:	Helps determine the kW. Also helps determine if it uses Hydraulic for mechanical brakes.
Dealer Information			
Authorized Dealer Name:	Required information	Contact:	Who filled out the warranty claim
Address:	Address where the cart was shipped to (dealer shop)	E-Mail:	Required Information
(City, State, ZIP)	Required Information	Phone:	In case we run into any issues and need to verify with dealer
Description of Problem(s)			
(Pictures or Videos will be necessary if needed)			
<p>To better assist our <u>dealers</u> and help make the warranty process faster, please include all support documentation <u>including pictures or videos</u>. If there is a broken part, please provide a clear picture. If the cart is making a noise, please provide a clear video. Please <u>INCLUDE THE PART NUMBER</u> of the parts that you will need to repair the issue. Part numbers may be found in the parts book manual. If any issues with <u>battery, rear end, motor, controller, or charger</u>, please include the serial number of the specific part. Also, please include any additional information to better diagnose the issue and send the correct parts. Please be clear with the assistance that you may need. We will have a technician call or email to verify the issue. In the case that you do not receive a response within <u>72 hours</u> please resend the claim and add <a href="mailto:john.lee@evolutionelectricvehicle.com">john.lee@evolutionelectricvehicle.com</a></p> <p>Thank you for your patience.</p> <p><b>*Notice*</b> If there is any damage or scratches when the carts are received, please report within 2 business days. After the 2 days, Evolution will no longer be responsible for the damage.</p>			

Customer signature: \_\_\_\_\_

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

\*To assist us further enhance our services and be more effective, kindly fill out the warranty claim form properly and in full detail\*