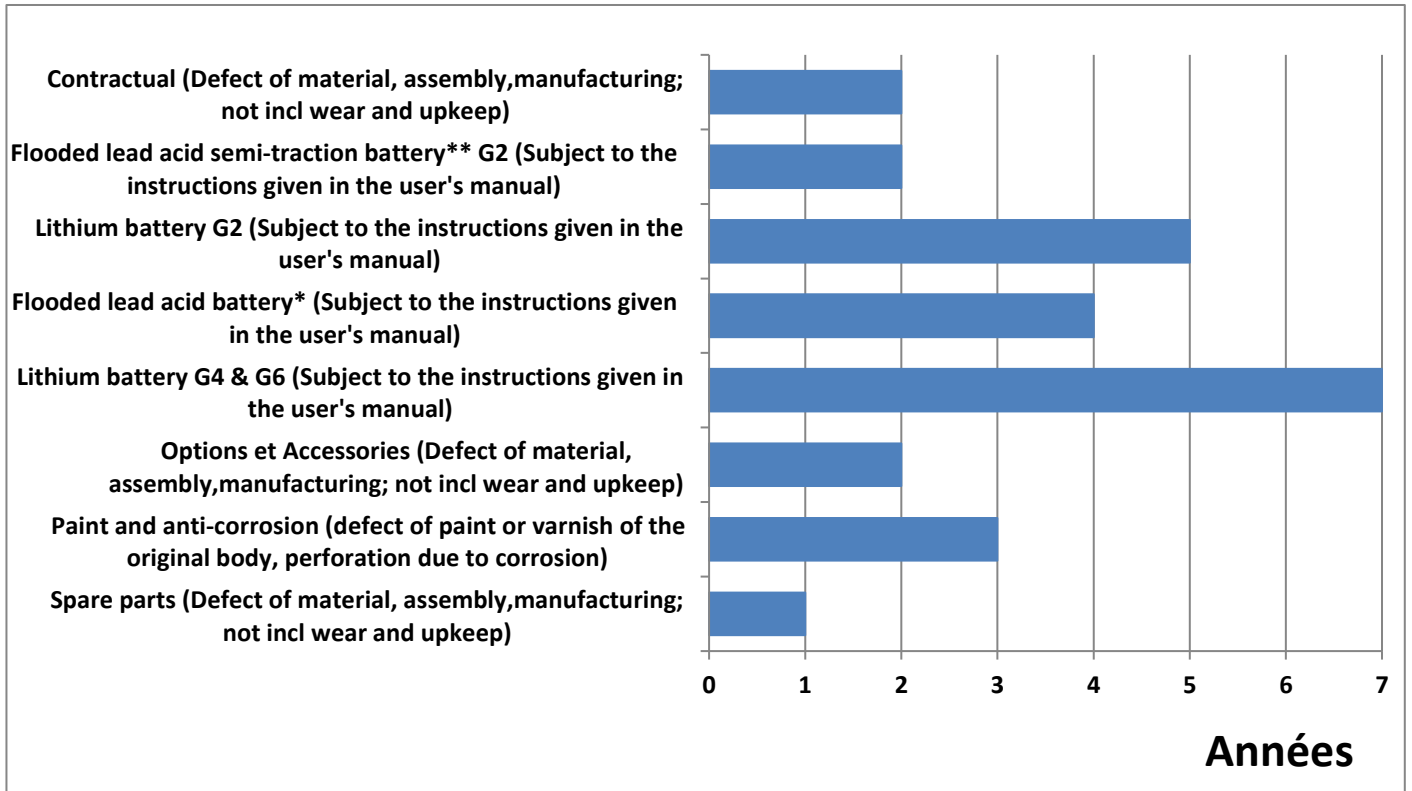


## WARRANTIES AND SERVICES GOUPIL EUROPEAN AERA



\* Warranty 2+2 years degressive (see the table in the battery section) except for single-unit battery (2 years or 800 cycles)

### The provisions common to the various GOUPIL warranties:

- Your new vehicle is covered by each of the GOUPIL warranties as of the date of entry into service which needs to be registered in the Goupil portal, for the period indicated within the limit of a number of hours of use.
- In order to benefit from services for your vehicle under the various GOUPIL warranties, you must request them from your Approved dealer
- In the event of the sale of your vehicle, its successive buyers will benefit from the various GOUPIL warranties until their respective expiration dates, as long as the terms of application of these warranties were fulfilled by each of them. To this end, you agree to give your buyer the terms of application of these warranties.

## Contractual warranty:

In addition to the legal warranty against hidden defects, Goupil guarantees your new vehicle against all material, assembly and manufacturing defects for a period of 2 years within the limit of 1000 hours of use for open lead batteries or 2000 hours of use for lithium batteries, effective from its date of entry into service.

It should be noted that all work, parts and labor, carried out under warranty are covered under warranty until the expiration of the warranty of the vehicle. The parts replaced under the contractual warranty become the property of Goupil.

## What your contractual warranty covers:

- Beyond the restrictions mentioned hereafter, the contractual warranty of your vehicle covers the refurbishment or exchange of parts recognized as being defective by Goupil or its representative and the labor\* necessary to bring the vehicle into compliance. This operation can be done with new or standard exchange parts at the manufacturer's sole discretion.

\*except where other conditions apply

## The elements not covered by the contractual warranty are:

### *Upkeep and adjustments:*

- The upkeep expenditures made by the customer, in accordance with the manufacturer's recommendations
- The adjustments or fine tuning (parallelism, doors, alignment of the front and rear wheel axle units)
- The replacement of parts that underwent normal wear linked to the use of the vehicle, its mileage or its hours of functioning or to its environment if this replacement is not the consequence of a failure. This involves the following parts: tires, upholstery, dashboard, manual controls of the dashboard, manual controls of the doors and windows, brake linings, ball joints, bearings of the front and rear wheels, bulbs, fuses, cross-bar rings, windshield wiper brushes, shock absorbers, fluids and lubricants.

### *Use of the vehicle:*

- Vibrations and noise linked to the operation of the vehicle, deterioration such as discoloration, alteration or deformation of parts due to their normal aging.
- Damage resulting from the use or rising of fluids, parts or accessories other than original ones.
- Damage resulting from natural phenomena, hail, flooding, lightning, storm or other atmospheric hazards, and those resulting from accidents, fires or theft.
- The consequences of repairs, transformations or modifications made to your vehicle by companies not approved by Goupil
- The indirect consequences of a possible defect (loss of enjoyment or use, etc.)

## What you should do to benefit fully from the contractual warranty:



- Have upkeep and overhauls of the vehicle done in perfect conformity with the requirements of Goupil and keep proof of this (service manual duly filled in, overhaul sheet, invoices, etc.)
- As of the detection of a possible defect, you must inform the Goupil after-sales service department or your authorized dealer of this as soon as possible. The purpose of this measure is to protect your safety and to prevent the aggravation of the observed defect that could lead to more substantial repairs than those that were originally necessary. Consequently, the contractual warranty does not cover the defect and its consequences if you did not act as of the detection of the aforesaid defect.

**The non-observance of these rules renders you liable for all direct or indirect future consequences concerning the proper functioning of your vehicle.**

*You will lose the benefit of the contractual warranty in the following cases:*

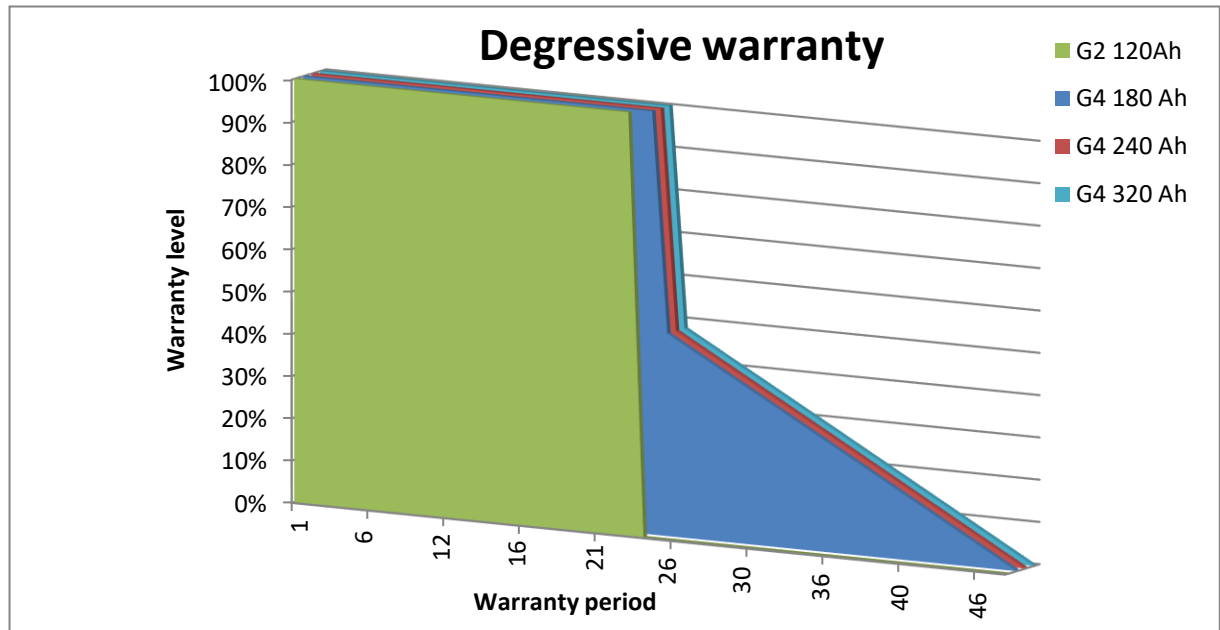
- Modifications or adaptations were made to your vehicle although they were not planned or authorized by Goupil or they were done without observing the technical requirements defined by Goupil.
- The failure is due to negligence or the non-observance of the requirements that appear in the use and upkeep manual (particularly an overload, even temporary).



## Flooded lead acid battery warranty:

### What your warranty covers:

- G4 traction type batteries are warranted 2 years + 2 years degressive or 1500 cycles by the manufacturer. (first term reached)
- G2 semi-traction type batteries (single-unit) are warranted 2 years or 800 cycles by the manufacturer. (first term reached)



### The elements not covered by the warranty are:

- Beyond the restrictions mentioned hereafter, the battery warranty covers the refurbishment or exchange of the parts recognized as being defective by Goupil or its representative and the labour\* necessary for the bringing into compliance with the exception of the elements that make up the centralized filling and the sensor for the battery water level.

\*except where other conditions apply

### What you must do to fully benefit from the warranty

- Observe the manufacturers' requirements linked to the use and upkeep of the battery (see chap IV: Charging and upkeep of batteries of your Goupil user's manual).
- Carry out the upkeep and overhauls of the vehicle in perfect compliance with the Goupil requirement and be able to prove this (service manuals duly filled in, overhaul sheet, invoices, etc.)
- Charge the vehicle with an electrical installation that meets the current standards and with the help of a suitable extension cord.



## You will lose the benefit of the warranty in the following cases:

- Modifications or adaptations were made to your vehicles although they were not planned or authorized by Goupil or they were done without observing the technical requirements defined by Goupil.
- The failure is due to negligence or to non-observance of the requirements appearing in the use and upkeep manual (particularly in the case of partial charge or failure to put the battery elements in water).

## G2 Lithium Battery warranty:

### Performance warranty

GOUPIL warrants the performance of the electrochemical elements that make up the battery pack for a period of 5 years and the other elements of the pack for a period of 2 years. GOUPIL reserves the right to use new or reconditioned spare parts for the repair of the pack.

### Residual capacity warranty

Even though Lithium electrochemical elements have a very long lifespan, a decrease in the range of your GOUPIL may be observed. This range decrease is the result of the battery pack's capacity being reduced.

Over 5 years and within the limit of 1 500 complete discharge cycles (refer to "Cycle/ampere-hour correspondence table" further below), GOUPIL warrants the residual capacity as follows:

Period	Capacity warranted (in % of the initial nominal capacity)
<b>0 to 24 months</b>	<b>85 %</b>
<b>25 to 60 months</b>	<b>65 %</b>

In the event of accelerated ageing of the pack, a warranty coverage for the replacement of electrochemical elements (possibly the entire pack) may be offered according to the following chart:

Period	Electrochemistry	Other components
<b>0 to 24 months</b>	<b>100 %</b>	<b>100 %</b>
<b>25 to 36 months</b>	<b>80 %</b>	<b>0 %</b>
<b>36 to 60 months</b>	<b>60 %</b>	<b>0 %</b>

The percentage mentioned in the chart refers to the share of GOUPIL, the remaining share will be borne by the customer.

### Scope of the warranty

For the warranty to be applicable, the following requirements must be met:

- Annual inspection of the pack by a manufacturer-certified technician.
- Strict compliance with the vehicle operating rules (please refer to the user manual).
- Full charge at 100 % to be completed every 5 charges, or failing that, every 3 months.

The elements excluded from the warranty are:

Any damaged battery and/or rendered unusable following:

- The battery pack being opened.
- Overvoltage or short-circuits that may be attributed to an error in the network power used for recharging the vehicle or to the use of an external charger for the 12 V auxiliary battery.
- The non-compliance with vehicle maintenance recommendations with regards to the battery.
- An accident, fire, corrosion with chemical origin, act of vandalism, deformation or perforation of the pack (caused by inappropriate use or road contingencies).
- Modifications made to the vehicle not approved by the Manufacturer.
- Presence of water or condensation in the battery area and/or loss of sealing of the battery area caused by high-pressure cleaning or fording.
- Software modification affecting the battery solution not approved by the Manufacturer.
- Non-compliance with the operating conditions from the user manual.

### Terms and restrictions

According to the limitations provided by law, this warranty provides no compensation for loss of time, loss of use of the vehicle or any other inconvenience, and incidental or consequential material damage and/or physical injury. The overall compensation provided for each battery is limited to the cost of said battery.

Your warranty includes:

The battery capacity has a 5-year warranty according to the terms of this document. Any malfunction of mechanical, electrical or electronic components of the battery, as per the aforementioned operating and/or storage conditions, are covered under warranty for a period of 5 years. Any battery rendered inoperative following a failure in relation to the terms provided by this warranty, will be repaired at the expense of GOUPIL or, failing that, be replaced (if not repairable) with a battery having a capacity level at least equivalent to the one being replaced.

### Battery repair:

A damaged or permanently unusable battery must first be diagnosed by the agency approved by the Manufacturer. Following this diagnosis, the Manufacturer will decide on the procedure to follow:

- If the battery is defective and falls within the scope of the warranty, the present terms and conditions of warranty will apply.

The repair of the battery pack does not reset the duration of the initial warranty. In case of a replacement with a new solution, the initial warranty is reset.

### Cycle/ampere-hour correspondence table

Within the limit of 5 years, GOUPIL warranties 1 500 full discharge cycles, namely:

BATTERY PACK CAPACITY (kWh)	VOLTAGE (V)	CAPACITY PER ELEMENT (Ah)	(Ah)-WARRANTED DISCHARGED AMPERE-HOURS
5.1	51	100	150 000
8.6	48	150	270 000

## G4 & G6 LITHIUM BATTERY WARRANTY

### Performance warranty

GOUPIL warrants the performance of the electrochemical elements that make up the battery pack for a period of 7 years and the other elements of the pack for a period of 5 years. GOUPIL reserves the right to use new or reconditioned spare parts for the repair of the pack.

### Residual capacity warranty

Even though Lithium electrochemical elements have a very long lifespan, a decrease in the range of your GOUPIL may be observed. This range decrease is the result of the battery pack's capacity being reduced.

Over 7 years and within the limit of 1 500 complete discharge cycles (refer to chart in section 4), GOUPIL warrants the residual capacity as follows:

Period	Capacity warranted (in % of the initial nominal capacity)
<b>0 to 36 months</b>	<b>85 %</b>
<b>37 to 60 months</b>	<b>75 %</b>
<b>61 to 84 months</b>	<b>65 %</b>

In the event of accelerated ageing of the pack, a warranty coverage for the replacement of electrochemical elements (possibly the entire pack) may be offered according to the following chart:

Period	Electrochemistry	Other components
<b>0 to 36 months</b>	<b>100 %</b>	<b>100 %</b>
<b>37 to 60 months</b>	<b>60 %</b>	<b>100 %</b>
<b>61 to 84 months</b>	<b>30 %</b>	<b>0 %</b>

The percentage mentioned in the chart refers to the share of GOUPIL, the remaining share will be borne by the customer.

### Scope of the warranty

For the warranty to be applicable, the following requirements must be met:

- Annual inspection of the pack by a manufacturer-certified technician.
- Strict compliance with the vehicle operating rules (please refer to the user manual).
- Full charge at 100 % to be completed every 5 charges, or failing that, every 3 months.

The elements excluded from the warranty are:

Any damaged battery and/or rendered unusable following:

- The battery pack being opened.
- Overvoltage or short-circuits that may be attributed to an error in the network power used for recharging the vehicle or to the use of an external charger for the 12 V auxiliary battery.
- The non-compliance with vehicle maintenance recommendations with regards to the battery.
- An accident, fire, corrosion with chemical origin, act of vandalism, deformation or perforation of the pack (caused by inappropriate use or road contingencies).
- Modifications made to the vehicle not approved by the Manufacturer.
- Presence of water or condensation in the battery area and/or loss of sealing of the battery area caused by high-pressure cleaning or fording.
- Software modification affecting the battery solution not approved by the Manufacturer.
- Non-compliance with the operating conditions from the user manual.

### Terms and restrictions

According to the limitations provided by law, this warranty provides no compensation for loss of time, loss of use of the vehicle or any other inconvenience, and incidental or consequential material damage and/or physical injury. The overall compensation provided for each battery is limited to the cost of said battery.

Your warranty includes:

The battery capacity has a 7-year warranty according to the terms of this document. Any malfunction of mechanical, electrical or electronical components of the battery, as per the aforementioned operating and/or storage conditions, are covered under warranty for a period of 5 years. Any battery rendered inoperative following a failure in relation to the terms provided by this warranty, will be repaired at the expense of GOUPIL or, failing that, be replaced (if not repairable) with a battery having a capacity level at least equivalent to the one being replaced.

### Battery repair:

A damaged or permanently unusable battery must first be diagnosed by the agency approved by the Manufacturer. Following this diagnosis, the Manufacturer will decide on the procedure to follow:

- If the battery is defective and falls within the scope of the warranty, the present terms and conditions of warranty will apply.

The repair of the battery pack does not reset the duration of the initial warranty. In case of a replacement with a new solution, the initial warranty is reset.

## Cycle/ampere-hour correspondence table

Within the limit of 7 years, GOUPIL warranties 1 500 full discharge cycles, namely:

BATTERY PACK CAPACITY (kWh)	VOLTAGE (V)	CAPACITY PER ELEMENT (Ah)	(Ah)-WARRANTED DISCHARGED AMPERE-HOURS
7.2	48	150	225 000
9.6	48	200	300 000
14.4	48	300	450 000
21	48	435	652500
28.8	96	300	450 000

*Available ampere-hours are measured during routine maintenance visits.*

## Option and accessory warranty:

In addition to the legal warranty for hidden defects, Goupil warrants your new options and accessories against all material, assembly or manufacturing defects for a period of 2 years as of their date of entry into service.

It should be noted that all work, parts and labor, carried out under the warranty is warranted until the expiration of the warranty of the vehicle. The parts replaced under the contractual warranty become the property of Goupil.

## What your option and accessory warranty covers:

- Beyond the restrictions mentioned hereafter, the option and accessory warranty of your vehicle covers the refurbishment or exchange of parts recognized as being defective by Goupil or its representative and the labor\* necessary for bringing the vehicle into compliance. This operation can be done with new or standard exchange parts at the manufacturer's sole discretion.

*\*except where other conditions apply*

## The elements not covered by the option and accessory warranty are:

- Expenditures for upkeep made by the customer, in accordance with the manufacturer's requirements.
- Negligence, poor use, non-observance of technical requirements appearing in the instructions for use of the vehicle or the accessory.
- Adjustments or fine tuning.
- The consequences of normal wear of the accessory or option.
- The replacement of parts that underwent normal wear linked to the use of the vehicle, its mileage or its hours of functioning, or to its environment if this replacement is not the consequence of a failure.
- Damage resulting from natural phenomena, hail, flooding, lightning, storms or other atmospheric hazards, and those resulting from accidents, fires or theft.
- The consequences of repairs, transformations or modifications made on your option and/or accessory by companies not approved by Goupil.
- The indirect consequences of a possible defect (loss of enjoyment or use, etc.)

## What you must do to fully benefit from the contractual warranty:

- Carry out the upkeep and overhauls of the vehicle in perfect compliance with the Goupil requirements and be able to prove this (service manuals duly filled in, overhaul sheet,



invoices...)

- As of the detection of a possible defect, you must inform the Goupil after-sales service department or your authorized dealer of this as soon as possible. The purpose of this measure is to protect your safety and to prevent the aggravation of the observed defect that could lead to more substantial repairs than those that were originally necessary. Consequently, the contractual warranty does not cover the defect and its consequences if you did not act as of the detection of the aforesaid defect.

**The non-observance of these rules renders you liable for all direct or indirect future consequences concerning the proper functioning of your vehicle.**

## **You will lose the benefit of the contractual warranty in the following cases:**

- Modifications or adaptations were made to your vehicle although they were not planned or authorized by Goupil or they were done without observing the technical requirements defined by Goupil.
- The failure is due to negligence or the non-observance of the requirements appearing in the use and upkeep manual (particularly an overload, even temporary).

## **Paint and anti-corrosion warranty:**

Goupil warrants the body against all original paint defects and the body and the understructure of the vehicle against perforation coming from the inside due to the corrosion of the sheet metal, which is attributable to a defect of manufacturing, material or application of protection products, recognized by Goupil.

### **What your contractual warranty covers:**

Beyond the restrictions mentioned hereafter, the paint and anti-corrosion warranty of your vehicle covers the refurbishment or exchange of any element recognized as being defective by Goupil.

The paint and anti-corrosion warranty applies on the express condition that the upkeep of your vehicle was always done according to the recommendations and the cycles defined by Goupil and that the refurbishment of any degradations was done in strict observance of the manufacturer's standards.

### **The elements not covered by the contractual warranty are:**

Damage to the body paint or varnish caused by the environment such as atmospheric, chemical, animal or vegetable fallout, sand, salt, projection of gravel or natural phenomena (hail, floods, etc.) and other external factors (consequences of accident, etc.)

Damage due to negligence of the user, late presentation of the defect to be eliminated or non-observance of the manufacturer's requirements.

Damage resulting from events not covered under the contractual warranty.

The consequences of repairs, transformations or modifications done by companies not approved by the manufacturer.

The wheels and mechanical elements that are not an integral part of the body or the understructure.

### **You will lose the benefit of the contractual warranty in the following cases:**

Modifications or adaptations were made to your vehicle although they were not planned or authorized by Goupil or they were done without observing the technical requirements defined by Goupil.

The failure is due to negligence or to non-observance of the requirements appearing in the use and upkeep manual.

## Spare parts warranty:

In addition to the legal warranty for hidden defects, Goupil warranties your spare parts against all material or manufacturing defects, in the following manner:

- 1 year for serialized parts as of their delivery date (mentioned on the delivery note or the invoice)
- 6 months for non-serialized mechanical and electrical parts as of their delivery date (mentioned on the delivery note or the invoice).
- 6 months for so-called "standard exchange" parts as of their delivery date (mentioned on the delivery note or the invoice)
- First use for consumables and wearing parts.

## What your spare part warranty covers:

The warranty covers, upon presentation of the purchase invoice or delivery note:

The replacement or refurbishment of the spare part recognized as being defective by Goupil, and the labor and travel expenses when the spare part was assembled by a technician assigned by Goupil.

## The elements not covered by the spare part warranty are:

- Negligence, poor use, non-observance of the technical requirements appearing on the instructions for use of the vehicle or the accessory.
- The consequences of normal wear of the spare part.
- Failure of the part linked to an assembly error.
- Damage resulting from natural phenomena, hail, flooding, lightning, storms or other atmospheric hazards, and those resulting from accidents, fires or theft.
- The consequences of repairs, transformations or modifications made to your spare part by companies not approved by Goupil.
- The indirect consequences of a possible defect (loss of enjoyment or use, etc.)

## What you must do to fully benefit from the spare part warranty:

- As of the detection of a possible defect, you must inform the Goupil after-sales service department or your authorized dealer of this as soon as possible. The purpose of this measure is to protect your safety and to prevent the aggravation of the observed defect that could lead to more substantial repairs than those that were originally necessary. Consequently, the contractual warranty does not cover the defect and its consequences if you did not act as of the detection of the aforesaid defect.

**The non-observance of these rules renders you liable for all direct or indirect future consequences concerning the proper functioning of your vehicle.**



## You will lose the benefit of the contractual warranty in the following cases:

- Modifications or adaptations were made to your spare part or your vehicle although they were not planned or authorized by Goupil or they were done without observing the technical requirements defined by Goupil,
- The failure is due to negligence or the non-observance of the requirements appearing in the use and upkeep manual (particularly an overload, even temporary).