EVONIC(TM)

WARRANTY, SERVICE & EXTENDED WARRANTY POLICY

Issued by CHATTERJEE MOTORS | Revised 09 November 2026

1. Standard limited warranty

Motor, Controller, Wiring, Throttle and Converter: limited warranty for 5 years or 40,000 km, whichever occurs earlier, subject to the applicable warranty conditions and required maintenance.

NMC battery: 3 years (2+1 years) or 30,000 km, whichever occurs earlier. LFP battery: 4 years (3+1 years) or 40,000 km, whichever occurs earlier. The stated additional-year portions remain subject to applicable warranty terms and maintenance requirements.

2. Mandatory service and charges

The first scheduled service is due 3 months after purchase. Thereafter, service is required every 3 months or 2,000 km, whichever occurs earlier. This normally means four time-based services per year; additional services may be required based on kilometres travelled. The standard schedule includes 20 services, but the maintenance obligation does not end with the twentieth service.

During any active Extended Warranty or renewal, service remains mandatory every 3 months or 2,000 km, whichever occurs earlier, including after the twentieth service. Only the first two services are free; all subsequent required services are paid services. Customers must retain service records. Failure to follow mandatory maintenance may affect warranty eligibility where relevant to the claim.

3. Extended Warranty plan

The Extended Warranty plan provides a term of 18 months or 15,000 km, whichever occurs earlier, at a price of INR 6,500 plus applicable GST per approved term. A maximum of three renewals may be granted. Each term and each renewal requires separate inspection, technical approval, payment verification and activation; renewal is not automatic.

Extended Warranty covered parts are limited to: Motor, Controller, Throttle and DC-to-DC Converter. Wiring and all other components are not covered under this Extended Warranty plan. This Extended Warranty covered-parts list is separate from the Standard Limited Warranty list in Section 1.

The certificate must identify the vehicle, these covered parts, commencement date, expiry date, verified starting odometer and ending kilometre limit. The 15,000 km limit is measured from the verified starting odometer for that term.

4. Application, inspection and approval

An initial Extended Warranty application may be submitted as early as 60 days before expiry of the Original Motor/Controller Warranty. The vehicle must pass the required inspection. The inspection report remains valid for 2 calendar days from its recorded completion time; if approval/activation cannot rely on a valid inspection, a fresh inspection is required.

The EVONIC Technical Team shall assess and approve or reject each initial application and each renewal separately. Submission of a request, completion of inspection, issuance of a payment request or receipt of payment alone does not activate coverage. Activation requires recorded technical approval, verified payment and issuance of an activation confirmation/certificate.

5. Initial Extended Warranty commencement and gaps

If all activation requirements are completed on or before expiry of the Original Motor/Controller Warranty, the initial Extended Warranty begins on the calendar day immediately after that original warranty expires. It does not begin immediately merely because it is purchased or approved early.

If activation is completed after expiry of the Original Motor/Controller Warranty, the initial Extended Warranty begins on the actual recorded activation date. Any intervening gap is not covered retrospectively. The 18-month and 15,000 km limits run from the commencement date and verified starting odometer recorded for the term.

6. Renewal commencement

For each approved renewal, commencement is the later of (a) the calendar day immediately after the preceding Extended Warranty term expires and (b) the new recorded activation date. No renewal provides retrospective coverage for any gap. Every renewal certificate must state its verified starting odometer and ending kilometre limit, together with the start and expiry dates.

7. Approved claims: parts, labour and transport

While Extended Warranty coverage is active, for a valid and approved claim involving the Motor, Controller, Throttle or DC-to-DC Converter, CHATTERJEE MOTORS / EVONIC will provide the covered repair or replacement part free of charge and bear the associated authorised repair/replacement labour cost. The customer will not be charged for those approved covered parts or associated authorised labour.

The customer bears the cost of transporting the vehicle or part to and from the authorised service location, including pickup, delivery, towing or courier costs, unless EVONIC separately agrees otherwise in writing. No claim-processing fee is charged for an approved warranty claim; this does not make transport, routine paid services, uncovered items or unauthorised work free of charge.

8. Claims and service channels

Customers should submit service requests, complaints and warranty claims through the EVONIC website / EVONIC Care channels or contact an authorised EVONIC dealer or the company office. A submitted request is not an approved claim. Inspection and claim validation are required before covered repair or replacement. Roadside assistance and doorstep service are not included.

9. General conditions

Coverage applies only to the specific vehicle, term, covered components and limits stated in the applicable certificate. It ends at the first applicable time or distance limit. Uncovered items, routine maintenance, consumables, accidental damage, misuse, unauthorised modifications and unauthorised repairs are not included unless expressly stated otherwise in the certificate or mandatory law. Statutory consumer rights remain unaffected.

The customer should retain purchase invoice, service records, inspection report, payment receipt and warranty certificate. Any claim determination must be consistent with the applicable certificate, documented inspection and governing law.

10. Official contact

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