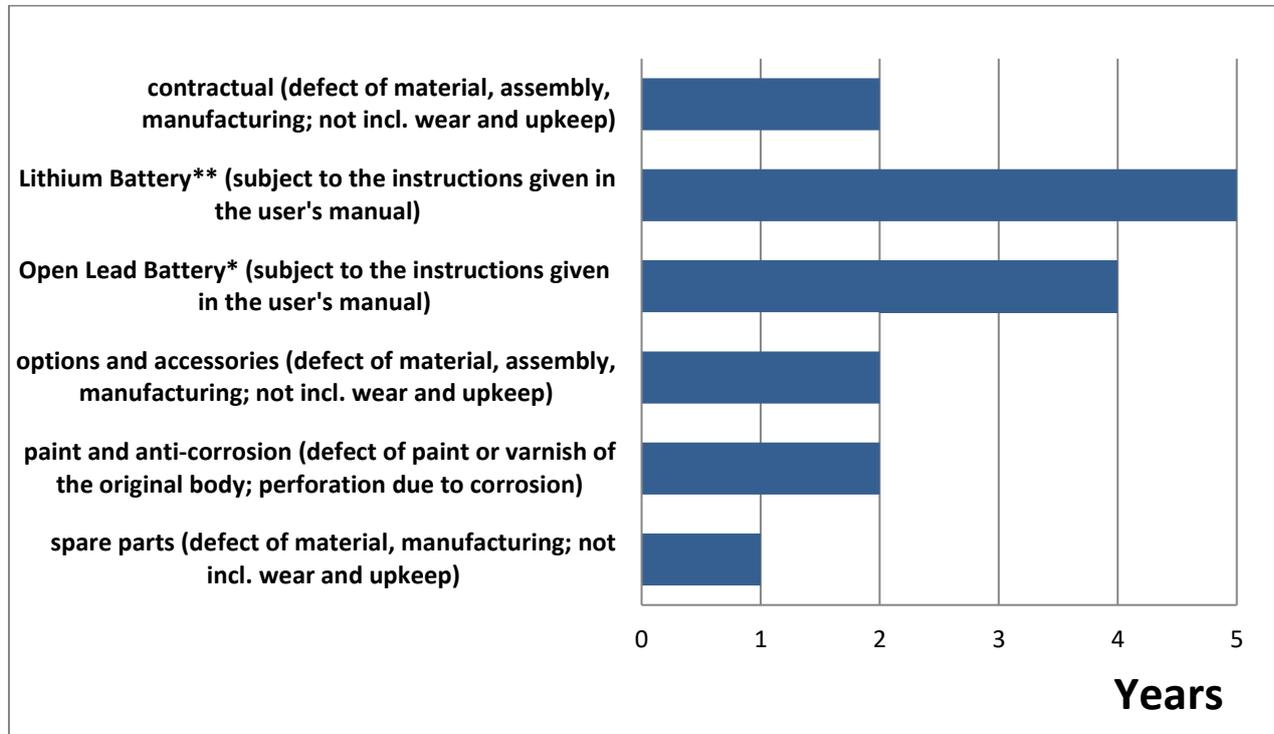


WARRANTIES AND SERVICES GOUPIL CEE



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

** Only applicable for G4 and G5 Lithium vehicles

The provisions common to the various GOUPIL warranties:

- Your new vehicle is covered by each of the GOUPIL warranties as of the date entered on "the contractual warranty certificate" located on the first page of the service manual, 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 Industrie 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 delivery date to yourselves or to your dealer (when applicable)

This date is entered on the "warranty certificate" of the service manual delivered with your vehicle.

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 Industrie.

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 Industrie 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 Industrie
- 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 Industrie 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 Industrie after-sale 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 Industrie or they were done without observing the technical requirements defined by GOUPIL Industrie.
- 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).

Open Lead Battery warranty:

What your warranty covers:

- Traction type batteries are warranted 2 years + 2 years degressive or 1500 cycles by the manufacturer. (first term reached)
- 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 Industrie or its representative and the labor* 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 Industrie user's manual).
- Carry out the upkeep and overhauls of the vehicle in perfect compliance with the GOUPIL Industrie 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 Industrie or they were done without observing the technical requirements defined by GOUPIL Industrie.
- 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).

Lithium Battery warranty:

The following is covered under warranty:

- 150Ah Lithium type batteries have a 2-year warranty period at full rate, then degressively up to 5 years or 1250 cycles (whichever comes first).

It is possible to check this value everytime you connect to the battery pack.

Time frame	Battery refund rate
From 0 to 24 months	100%
From 25 to 36 months	80%
From 37 to 48 months	50%
From 49 to 60 months	20%

- The end of the warranty period is effective when the battery pack reaches 1250 x Nominal Cell Capacity (Ampere Hour supplied) if the pack is less than 5 years old
Example: Nominal Capacity 200Ah
The maximum energy supplied by the battery, covered under warranty: 250 000Ah
The use of the batteries in temperature conditions higher than 40°C will gradually reduce Nominal Cell Capacity

Average Temperature (°C)	Battery Ampere Hour reduction (% Nom. Capacity)
40° C – 45 °C	15%
Over 45° C – 50 °C	30%
Over 50 °C	50%

- GOUPIL Industrie guarantees the remaining autonomy higher than 75% of the Nominal Capacity after 1250 cycles.

The following is not covered under warranty:

- Outside of the restrictions mentioned hereafter, the the warranty covers the repair or the replacement of the spare parts confirmed defective by GOUPIL Industrie or its representative as well as the labour time* required for the repair.
*except where other conditions apply
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What you must do to fully benefit from the warranty:

- The battery needs to be inspected for the first time after a maximum of 6 months usage, then once a year.
- Respect the manufacturer's recommendations regarding the usage and maintenance of the battery (cf. chapter IV: Charging and maintenance of the batteries from your GOUPIL Industrie user manual).
- Carry out the maintenance of the vehicle and check-ups in accordance with the specifications given by GOUPIL Industrie and ensure you are able to provide proof if requested (maintenance book duly completed, maintenance sheets, invoices ...)
- Plug-in the vehicle to the mains respecting current safety regulations and using a suitable extension.

The warranty will no longer be applicable if:

- If any modifications or adaptations were made on the vehicle that were not planned for or approved by GOUPIIL Industrie or these were realized without respecting the specifications given by GOUPIIL Industrie.
- The defect is due to negligence or the specifications mentioned in the user and maintenance manuals have not been respected.
- Opening and altering one of more element(s) of the pack without having received prior approval from GOUPIIL Industrie

Paint and anti-corrosion warranty:

GOUPIL Industrie warranties 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 Industrie.

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 Industrie.
- 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 Industrie 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 Industrie or they were done without observing the technical requirements defined by GOUPIL Industrie.
- The failure is due to negligence or to non-observance of the requirements appearing in the use and upkeep manual.

Option and accessory warranty:

In addition to the legal warranty for hidden defects, GOUPIL Industrie warranties your new options and accessories against all material, assembly or manufacturing defects for a period of 2 years as of their date of delivery to you or to your possible dealer.

This date is indicated on the "warranty certificate" of the service manual delivered with your vehicle.

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 Industrie.

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 Industrie 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 Industrie.
- 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 Industrie 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 Industrie after-sale 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 Industrie or they were done without observing the technical requirements defined by GOUPIL Industrie.
- 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).

Spare parts warranty:

In addition to the legal warranty for hidden defects, GOUPIL Industrie 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 Industrie, and the labor and travel expenses when the spare part was assembled by a technician assigned by GOUPIL Industrie.

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 Industrie.
- 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 Industrie after-sale 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 Industrie or they were done without observing the technical requirements defined by GOUPIL Industrie,
- 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).