

SERVICE INFORMATION		WTVD-0003-21032025
Subject:	Warranty Terms and Condition	
Function & Department:	Post Sales, Emerging Mobility Business Unit (EMBU)	
Dated:	21 <sup>st</sup> March 2025	Friday
Version No.	1.0.3	

#### 17.a. General Instructions Overall Vehicle about Warranty

Scope of warranty: -

Hero MotoCorp Ltd. (hereinafter called in this Owner's Manual 'Hero MotoCorp') warrants its VIDA vehicles, assembled/manufactured in its Plants and sold through its channel partners/experience centers, to be free from any defect-both in material and workmanship, under normal use and conditions, subject to the following terms & conditions.

If any part is replaced under general vehicle warranty, the warranty end date does not change for that part or the vehicle.

VIDA comes with an overall warranty of 5 years or 50,000 KMs, whichever is earlier. The traction battery\* pack comes with a warranty of 3 years or 30,000 KMs, whichever is earlier.

\* Note: - Certain sub-parts can have a warranty different from the VIDA overall vehicle. Read terms and conditions before vehicle Invoice generation

Spare parts/Accessories Warranty: -

In addition to below mentioned detailed warranty norms for the vehicle, Six month or 7,500km or whichever is earlier equivalent warranty, would be applicable on spare parts/accessories as well from the date of invoice. This is provided only when it is bought on paid basis by the customer from authorized workshop/dealership along with system generated invoice. Invoice is compulsorily produced by the customer while claiming this particular warranty. This 'spare parts/accessories' warranty is applicable only on parts which are not excluded in general vehicle warranty.

Extended Warranty:

This is to inform one and all about the Extended Warranty offer for our VIDA customers which allows them to extend the warranty benefit on the traction battery pack.

Currently, HMCL offers a warranty cover of 3 years or 30,000 Kms on the traction battery pack. With Extended Warranty the customer would get additional warranty of 2 years or 30,000 Kms. Hence the total warranty on the traction battery pack including the Extended Warranty would become 5 years or 60,000 KMs.

We have partnered with Acko (a general insurance company) to offer the Extended Warranty cover to our VIDA customer. Acko started in 2016 as India's first digital insurer, and is currently the fastest growing insurance company in the country. In a span of three years they have revved - up insurance with technology and given it an overall makeover by taking it online, removing bulk of the paperwork associated with it, created products that are a cut above the rest, and sold them to over 50 million unique customers.

Extended warranty would be offered to the customers via the VIDA dealerships. The dealers would be provided with Acko's application to enter customer's and vehicle's details, make payment and generate the Extended warranty policy. We strongly believe that the Extended Warranty offer will make our VIDA Pro, Plus, and Lite proposition more attractive for our customers.

The extended warranty plan is designed to provide complete peace of mind to our customers and covers the battery and its components for any manufacturing defects within a period of 5 Years or 60,000 Kms, from the date of purchase of vehicle, whichever is earlier. The plan can be availed at the time of purchase of new vehicle or upto 6 months of the vehicle purchase date. The salient features of this plan are as follows:

**Complete Coverage** - The Extended warranty offers comprehensive coverage and covers both Battery Failure and Performance Degradation. Performance degradation refers to depletion in State of Health (SoH) by more than 30% within the warranty period.

**Transferable to New Owner:** The Extended Warranty is designed to increase resale value of VIDA and is completely transferable to the new owner.

**Inclusive of Labor Cost:** The Extended Warranty plan covers not only the battery cost but also the labour cost involved in replacing the batteries. It is designed to provide maximum convenience to the customer

Traction Battery Extended Warranty (BEW) in VIDA for India			
Note: - Pan India applicability to sell and service			
		Pro	Plus
Price (Ex. GST)	INR	6999	6499
GST (Tax)	%	18%	18%
Customer Effective Price with GST	INR	8259	7669

## 17.b. General Instructions about Certain Parts (non-proprietary but manufactured for VIDA)

Original Equipment Manufacturer (OEM) often manufacturers with expertise to make best possible automobiles. All parts used on the vehicle don't always get manufactured inside the plant of OEM. Many such parts are assembled in plant but made by vendors in their respective plants. The parts are non-proprietary but manufactured for OEM. HMCL is one such OEM.

It is not mandatory to buy the portable charger along with the scooter. We have our fast charging network across the city, you may choose to charge the scooter through our fast charging network or you may buy the optional portable charger as per your convenience.

## 17.c. Proprietary parts warranty

To proprietary items like Tyres, Tubes (if any), and Auxiliary Battery as they are subjected to the warranty terms & conditions of respective manufacturers and directly handled by them only.

#### **17.d. Ownership & Immediate Authorized Workshop Visit:**

Authorized workshop visit during 1st service, 2nd Service, 3rd Service and thereafter every year once is prime responsibility of vehicle owner.

#### **17.e. Mandatory for Warranty conditions:**

Terms & conditions

a) The warranty period for parts of the VIDA vehicle are as below:

- Motor Drive and Vehicle Control unit (VCU) are warranted for a period of 3 years or 50,000 km, whichever is earlier, from the date of invoice.
- Power Distribution Unit (PDU), Battery Management System (BMS), DC-DC converter, and Portable Charger are warranted for a period of 5 years or 50,000 km, whichever is earlier, from the date of invoice.
- Traction Battery is warranted for a period of 3 years or 30,000 km, whichever is earlier, from the date of invoice. Telematics Control Unit (TCU) is warranted for a period of 3 year or 50,000 km, whichever is earlier.
- Warranty is not applicable to certain exceptions listed in this Owner's Manual.
- Except as provided above, warranty for other parts of the VIDA vehicles is for a period of 5 years or 50,000 km, whichever is earlier, from the date of invoice.

Hero MotoCorp's obligation under this warranty shall be limited to repairing or replacing, free of cost, those parts of the vehicle which upon examination by the Company may prove to the satisfaction of HeroMoto Corp to have a manufacturing defect. HeroMoto Corp's decision to repair or replace the parts will be final.

b) It is advised that the purchaser avails all free and paid services from the Hero MotoCorp's authorized workshop as per the recommended schedule, to be eligible for warranty benefits. Each paid service should be in the multiple of 15,000 km or 1 year or whichever occurs earlier from date of invoice and not based on previous service date or kilometres covered.

c) If any problem is observed in VIDA vehicle, Hero MotoCorp's only obligation/liability is to repair or replace, free of cost, that part/those parts which is/are considered to be the cause of such problem, provided however that such problem has not resulted due to misuse/improper handling etc. of the vehicle. Any VIDA vehicle needing repair should be brought along with owner's manual to Hero MotoCorp's VIDA authorized workshop for necessary inspection and carrying rectification job. All replaced parts under this warranty will become the property of the company and will be retained by the company.

(d) Storage of vehicle running parameters at HMCL's servers is important aspect of running an electric vehicle. Customer fully understands and authorizes this need.

(e) Firmware Over the Air (FOTA) is regular practice of any eV and is intended to push proper and updated software into the vehicle for better performance. There may be need to accept notification on Mobile App on behalf of customer.

#### **17.f. Warranty Not Applicable to:**

The warranty shall not apply—

- (1) If all free services and paid services are not availed as per the recommended schedule at Hero MotoCorp's VIDA authorized workshop.
- (2) If any damage results from neglect of the periodic maintenance/ recommended schedule specified by Hero MotoCorp.
- (3) If any damage results from repair, adjustment or maintenance operations by any method other than the methods specified by Hero MotoCorp.

- (4) If any damage results from operation, whether intentional or accidental, other than as specified in the Owner's Manual.
- (5) If the vehicle's odometer has been altered or tampered.
- (6) If the Vehicle's Identification Number (VIN) or Motor Number has been altered or removed, or any circumstances exist that makes it difficult or impossible to establish the true history, origin and warranty coverage of the vehicle or part in question.
- (7) To normal maintenance services as detailed in the Maintenance Schedule such as adjustments/inspection, tightening, alignments.
- (8) To normal wear & tear and ageing of components including (but not limited to) brake shoes/lining, fasteners, shims, washers, seals, consumables such as transmission oil, brake fluid, greases, control cables.
- (9) To rubber and plastic parts.
- (10) To electrical components such as bulbs, fuses, electrical wiring cut due to external reasons (Rat bites etc.)
- (11) If additional wheel(s) is/are fitted and/or any other modification carried out/unauthorized accessories or parts fitted which shall be responsible for malfunction/deterioration of the vehicle, or modifications/ alterations are made to the vehicle which are not permissible under applicable laws, or modifications, alterations, tampering or improper repair are undertaken at unauthorized workshops.
- (12) If VIDA vehicle has been used in any competitive events like races or rallies or for any commercial purposes as taxi or if any damage results from misuse or use beyond the limitation of the intended purpose or any damage due to use under abnormal conditions
- (13) To any damage on vehicle's painted surface cropping due to industrial pollution or other external factors.
- (14) For normal phenomena like noise, vibration, oil seepage which do not affect the performance, quality, function, of the vehicle.
- (15) If any maintenance/repairs required due to bad road conditions or misuse of VIDA vehicle, or by operation or use of the vehicle at any place or for such purpose for which the vehicle is not designed or manufactured
- (16) If any defect crops or repairs needed as a result of VIDA vehicle meeting to some accident.
- (17) To any part of the VIDA vehicle which has been tampered or repaired in such a manner which has resulted in malfunction of the vehicle.
- (18) To any damage caused due to usage of improper oil/grease, non-genuine parts.
- (19) For consumables like oil, grease, gasket etc. to be used during free services and/or warranty repairs.
- (20) For VIDA vehicle not used in accordance with the guidelines given in this Owner's Manual.
- (21) To proprietary items like Tyres, Tubes (if any), and Auxiliary Battery as they are subjected to the warranty terms & conditions of respective manufacturers and directly handled by them only.
- (22) Any damage which results from force majeure, such as flood, fire, etc.
- (23) Any defect(s) or trim deterioration developing on account of external factors such as environmental factors; including but not limited to fading/peeling/rusting/lustre-loss of paint and/or stripes and/or plated parts, glass parts, rubber parts, seat leather tearing & cracking, aluminum parts oxidation and cracking & discoloring of control switches etc. or any damage resulting from soot and smoke, use of chemical, bird droppings or damage by sea water, sea breeze or salt.
- (24) Parts replaced or repaired under this warranty are warranted only through the remainder of the original warranty period.
- (25) If damages, performance issues or malfunctions are caused by the installation or use of any charging equipment/source or other charging accessory not as per the standards recommended by Hero MotoCorp.
- (26) In correlation with App functioning. App is not related to the physical running capabilities of the VIDA vehicles.
- (27) If damage is caused due to exposing the Traction Battery and/or Auxiliary battery to direct flame (excluding damage due to any fire within the Traction Battery).
- (28) Any cost for periodic maintenance such as cleaning, inspection and adjustment.
- (29) TFT (Touchscreen) damage caused due to external factors. External factors could be wrong fitment of approved or non-approved accessories like phone mount and/or events like vehicle tripping/meeting accident.

Decision regarding warranty settlement shall be taken by Hero MotoCorp and the same shall be final and binding on all concern. All disputes related to warranty are subject to DELHI JURISDICTION only.

HeroMoto Corp shall not be liable for (a) any incidental, indirect or consequential damages of any kind whatsoever, and (b) any delay in servicing beyond its control or the control of its authorised dealerships/workshops.

This warranty is only given by HeroMoto Corp and no employee, dealership, workshop or any other person is authorised to extend the warranty provided herein.

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