

Warranty and Service Measures

for ATV ,UTV, MOTORCYCLE, GO KART

I. General Principles

1. In order to regulate actions for warranty and returns of GO KART, ATVs , UTVs ,MOTORCYCLE made and sold by Epeax Enterprise Co., Ltd, safeguard the lawful rights and interests of consumers and to guarantee the implementation of after-sale services for GO KART, ATV, UTV, MOTORCYCLE products, **Warranty And Service Measures for ATV, UTV,GO KART,MOTORCYCLE** is prepared.
2. Mission for Warranty Service: In the faith of “Quality First, Customers First”, to passionately do a good job for customers reception, rightly analyze and identify quality problems with down-to-earth attitude and to strictly carry out vehicle warranty according to warranty policy.
3. Warranty Principle: During warranty period, Epeax will be in charge of warranty when quality problems (except problems caused by misoperation of users) arise, and the Company will freely provide new spare parts for the replacement of the spare parts which have quality problems and are under warranty, but expenses for repair should be born by dealers.

II Warranty Scope

1. Time: within 12 months from the date when users buy vehicles from dealers.
2. Requirements for Use: Users have to operate vehicles strictly according to **Users Manual**.

III. Scope Not under Warranty

1. All the vehicles which have been used for race
2. Vehicles whose service life has exceeded limited time for warranty.
3. Damages caused by misoperation and bad maintenance of users; abnormal wears and damages caused by poor quality oil and gas.
4. Damages due to disassembly and movement carried out by persons who are in charge of maintaining but not approved by Epeax.
5. Problems and damages due to Force Majeure and chemical corrosion
6. Damages caused by retrofitting or adding or getting rid of accessories at random
7. Options (CD systems, winches, windshield etc.)
8. Phenomenon such as noise, vibration and heating which may just be felt but has no effect on mechanical performance
9. Spare parts such as filament, fuse, sponge in air filter, gas filter, brake pad, friction lining, oil seal, spokes standard part, rear mirror, sealing part, rubber article and spark plug which are naturally worn
11. Others:
 - A. Spare parts whose sources are unknown are not under warranty
 - B. Signal light bulbs whose faults are identified when buying vehicles may be freely replaced; but they are not under warranty after delivery.
 - C. Painting, chrome plating, plastic parts (right and left side covers, front and rear plastic fenders), glass parts (such as headlight decorative glass, turning light chimneys, rear mirrors) whose faults are identified when buying vehicles may be freely replaced; but they are not under warranty after delivery (but in stipulated period, because of quality problems such as

depainting and dechrome, they are still under warranty.)

D. Driving chains and driving sprockets which are naturally worn are not under warranty.

E. Naturally worn calipers and friction linings of disc brakes are not under warranty, but if something wrong with braking surface, disc brakes are still under warranty.

IV. Warranty Details

(I) Replacing Standard for Vehicle Spare Parts

Part Name	Replacing Standard	Standard for Not Replacement	Warranty Period
Switch	<ol style="list-style-type: none"> 1. Switches do not work; switching does not take place or reset 2. Buttons for switches come off or break off 3. Fixed clip seats for handle switch assemblies break 4. Handle switch assemblies are shorted 5. Circuits do not match with handle switch assemblies 	<ol style="list-style-type: none"> 1. Surface damages (such as chromium drop and paint drop) of handle switch assemblies caused by man's actions 2. Circuit modification by man's actions 3. Component shortage or non-match 	12 months
Battery	<ol style="list-style-type: none"> 1. Batteries cannot be normally charged or discharged 2. Battery capacity is less than 80% 3. Battery cases naturally crack or terminals come off 4. Voltage cannot realize normal standard after charging 5. Batteries cannot satisfy requirements for normal use after charging 	<ol style="list-style-type: none"> 1. Batteries lack electrolyte and do not supplement distilled water in time. 2. Performance of batteries is normal after recharging 3. Battery cases are damaged by Man's actions or terminals are burnt 	12 months
Lock	<ol style="list-style-type: none"> 1. Locks for ignition switches would be replaced if ignition switches do not work 2. Steering column locks would be replaced if they do not work 3. Locks for ignition switches would be replaced if circuits are ablated, shorted or broken. 	<ol style="list-style-type: none"> 1. Locks have been picked by some ironware 2. Circuit is snipped or its structure has been changed 3. Circuit is burnt or damaged not due to quality problems 4. Deformation or rupture of locks caused by misuse 	12 months
Oil Tank	<ol style="list-style-type: none"> 1. Oil leakage (due to sand holes, cracks and ruptures) 	<ol style="list-style-type: none"> 1. Damages not due to quality problems 2. Damages caused by man's actions 3. Severe deformation caused by 	12 months

		outside force	
Plastic Cover	1. Cracking due to poor quality of painting 2. Cracking due to bad quality of material	1.No problems but problems caused by painting quality are under warranty	12 months
Rim Assembly	1. Wheel rims break or crack 2. Aluminum wheels crack	1.Deformation or scratches caused by improper use or maintenance or damages caused by overload 2. .Deformation of aluminum wheels caused by collision	12 months
Wheel Bearing	Bearings are worn or damaged	Damages caused by man's actions	12 months
Brake	1. Break due to poor quality of material 2. Braking failure caused by oil leakage, air lock, decreasing of pump pressure and stagnation and lock of brake pads in hydraulic braking system	1. Scratches or breaks caused by misoperation 2.Calipers of hydraulic brakes have been dismantled 3. Abnormal operation of hydraulic brakes caused by running out of oil 4. Brake pads are worn	12 months
Cable	Cables break	Damages or elongation caused by man's action	12 months
TT Tire and Tube	1. Tires would be replaced if inner tubes are of air leakage after unpacking and recharging. 2. Tires would be replaced if surfaces of inner tubes are aging and blow out during one year.	1. Tire tread patterns seriously worn 2. Valve rubber tubes come off 3. Cracks and scratches on tires caused by man's actions or misoperation	12 months
Speedometer	1. Speedometers would be replaced if they do not work 2. Speedometers would be replaced if the values displayed by them over or under 10% of standard values 3. Speedometers would be replaced if they do not display or not fully display 4. Speedometers would be replaced if sensors do not work	1. Damages(including circuit damages) caused by man's actions 2. Meters lack components 3. Speedometers cannot be replaced if their surfaces have been seriously scratched or broken up	12 months

		4. Sensors cannot be replaced if sensor cables break or are in disrepair	
Viewfinder (E-mark)	1. Viewfinders do not match and cannot mount 2. Looseness of joints between lens and mirror housing 3. Spots on lens or blurred images in lens	1. Lens are broken up or mirror housings crack 2. Nicks in lens 3. Damages caused by man's actions	12 months
Spark Plug Cap	No spark or electric leakage	Shields are broken	12 months
Ignition Coil	No spark , spark out , weak spark or electric leakage	1. Ignition coils may be normally used after testing 2. Connections are cut or their exteriors have notable damages	12 months
Igniter	Igniters cannot ignite normally or do not operate or operate at low speed or idle speed	Igniters may be normally used after testing	12 months
Booster	Inner components of boosters are damaged, boosters do not regulate voltage, there is no output of direct current or supply voltage is overhigh	1. Boosters may be normally used after testing 2. Boosters are damaged or connections are cut	12 months
Flasher	1. Flashers do not electrify 2. Flashers do not flash or flash at high speed	Flashers may be normally used after testing	12 months
Start-up Relay	1. Electromagnetic coils are of open circuit or shorted 2. Pick-up is not in place and contacts are ablated	1. They can be normally used after testing 2. Wiring is cut 3. Cases have been anatomized 4. Break back contacts get loose	12 months
Steering Column	1. Fishplate bars for the connection between a steering column stem and a fishplate bar loose weld 2. Steering columns crack or break	Deformations and breaks caused by man's actions or misoperation	12 months
Carburetor	1. Bodies crack due to quality problem 2. Engines are idle after may times of washing and adjusting 3. Overflow pipes are of oil leakage after may times of washing and adjusting 4. Carburetors fume black smoke, cannot refuel and operate at low speed after may times of washing and adjusting	1. Carburetors may be normally used after washing, adjusting and maintaining 2. Exteriors are corroded or polluted 3. Component shortage or non-match 4. Exteriors are damaged or deformed	12 months
Handle Bar	1. Handlebar tubes seriously rust	Deformations and breaks caused	12 months

Tube (Steering Wheel)	2. Handlebar tubes crack or break	by man's actions or misoperation	
Master cable	1. Master cables are found shorted when unpacking new vehicles 2. Master cables are shorted, broken and ablated due to ground connection during the process for use	1. Damages caused by random modification of the structures of master cables 2. Wear of cable surfaces (not due to the problem of vehicle structure)	12 months
Lamp	1. Lamp holders would be replaced if they cannot normally contact or are grounded 2. Silver bowls for lamps would be replaced if lamps cannot concentrate light	1. Damages caused by man's actions and misoperation 2. Scratches, cracks and component shortage	12 months
Front Shock Absorber	1. Bottom cylinders and fork-shaped tubes break when normally used 2. Oil seals for front shock absorbers would be replaced if they are of oil leakage 3. Oil leakage caused by rusting, scratching and chromium depletion 4. There is abnormal metallic sound from internal shock absorbers	1. Damages caused by man's actions and misoperation 2. Notable scratches on front shock absorbers which are caused by misoperation and front shock absorbers which cannot be recovered after replacing spare parts or dismounting 3. Damages caused by modifying the installment status of shock absorber 4. Shock absorbers which are over hard or over soft 5. All front shock absorbers cannot be replaced if the oil-leakage problem may be solved by the replacement of oil seals.	12 months
Rear Shock Absorber	1. Rear shock absorbers are of oil leakage and joints loose weld 2. Piston rods of dampers for rear shock absorbers break 3. Joints for rear shock absorbers loose weld and dampers are blocked	1. Notable scratches on front shock absorbers which are caused by misoperation and rear shock absorbers which cannot be recovered after replacing spare parts or dismounting 2. Notable bumps on rear shock absorbers 3. Shock absorbers which are over hard or over soft 4. All rear shock absorbers cannot be replaced if the oil-leakage problem may be solved by the	12 months

		replacement of oil seals.	
Swing Arm	<ol style="list-style-type: none"> 1. Sleeves for buffer shafts break 2. Swing arms would be replaced if they break and loose weld 	<ol style="list-style-type: none"> 1. Damages caused by man's actions and misoperation 2. Users change status at random 3. Component shortage 	12 months
Muffler and vent-pipe	<ol style="list-style-type: none"> 1. Vent-pipe would be replaced they break 2. Mufflers would be replaced if welded positions of mufflers are of air leakage 3. Weld joints unsolder and break 	<ol style="list-style-type: none"> 1. Deformations caused by man's actions 2. Discoloring of vent-pipes caused by misoperation 	12 months
Frame	<ol style="list-style-type: none"> 1. Weld-zones loose weld 2. Key positions crack and frames break 3. Off tracking caused by misalignment of frame 	<ol style="list-style-type: none"> 1. Damages caused by man's actions and misoperation 2. Welded nuts come off 3. Changing the structure of frames 	12 months
Steering Knuckle	<ol style="list-style-type: none"> 1. Bearing would be replaced if they are worn 2. Bearing would be replaced if they break 	Damages caused by man's actions and misoperation	12 months
Oil Switch	Oil switches are of oil leakage	Component shortage	12 months
Sit Cushion	<ol style="list-style-type: none"> 1. Sit cushion boards crack when normally used 2. Accessories such as brackets and latches are damaged when normally used 	<ol style="list-style-type: none"> 1. Damages caused by man's actions and misoperation 2. Scratches on leathers 3. Component shortage 	12 months
Brake Pedal	1. Brake pedal loose weld or break	Damages caused by man's actions	12 months
Fuel Sensor	<ol style="list-style-type: none"> 1. Poor contact 2. Values recorded by fuel sensors are over or under 10% of standard values 	<ol style="list-style-type: none"> 1. Fuel sensors may be normally used after testing 2. Damages caused by man's actions 	12 months
Horn (E-mark)	<ol style="list-style-type: none"> 1. Horns do not sound and still not sound after testing 2. Strange horn sound 3. Volume cannot controlled in the range 90-115 dB after regulating 	<ol style="list-style-type: none"> 1. Binding posts of horns are damaged 2. Abnormal operation of horns caused by severe deformation of exteriors 	12 months
Bumper	Bumpers loose weld or break	Damages caused by man's actions	12 months

Radiator (Water Radiator and Oil Radiator)	1. Coolant leakage 2. Block-up	Damages caused by man's actions	12 months
Radiator Oil Pipe	Oil leakage and block-up	1. Damages caused by man's actions 2. Oil pipes break	12 months
Air Filter	Filter shells crack	Damages caused by man's actions	12 months

V. Replacing Standard for Engine

1. During 12 months after vehicles are purchased, the following items are under warranty:
 - 1.1.1 If valves sound abnormal, they may get right after clearance adjustment;
 - 1.1.2 If clutch cables get loose, they may get right after adjustment;
 - 1.1.3 Starters may be replaced if they have quality problems
 - 1.1.4 If left or right covers (including plug, straight screw) of crankcase, left or right covers of cylinders or outsides of valve covers are damaged or scratched, they would be replaced.
 - 1.1.5 Starting arms or gear shift pedals would be replaced if they are damaged
 - 1.1.6 Spark plug would be replaced if they are burnt out
 - 1.1.7 Timing chains would be replaced if they are elongated or get loose
 - 1.1.8 If magnetos, triggers or gearshift switch components are burnt out, the damaged parts would be replaced
- 1.2 Within 12 months from the date of user purchasing vehicles, engines would be replaced if the following failures arise (Other performance failures of engine are just under warranty.)
 - 1.2.1 Engines which are seriously worn or cannot normally run due to the damage of oil pumps;
 - 1.2.2 Engines which cannot be repaired due to the break of crankcase or oil leakage caused by air holes;
 - 1.2.3 Engines which need to be repaired by opening middle flasks due to the damage of principal axles or counter shafts (including gears)
 - 1.2.4 Engines whose middle flasks are of serious oil leakage
 - 1.2.5 Engines which sound abnormal and may affect normal driving of vehicles due to the serious wear of crankshaft bearings, bearings of principal axles or counter shafts or needle bearings in crankcases;

1.2.6 Engines which lead to abnormal driving of vehicles due to valve deformation or bend or the deformation or break of valve springs

1.2.7 Engines which sound abnormal and may affect normal driving of vehicles due to the serious wear, ablation, break or crack of needle bearings of crankshafts or the cracking of holders

1.2.8 Engines which cannot normally run due to the damage of dear shift drums.

VI Replacing Standard for Engine Spare Parts

Sequence No.	Part Name	Failure	Replacing Standard	Warranty Period
1	Cylinder Cover (including left, right and head covers)	Air and oil seriously leaked out	Cylinder covers would be replaced if serious oil leakage happens and cannot be stopped by using firm nuts or replacing gaskets	12 months
2	Valve	Ablated	To replace valves if they cannot be closed tightly	12 months
3	Cylinder Head	Seriously ablated	To be replaced if slipped thread in spark plug holes or ablation of valve walls is resulted in	12 months
4	Valve Cotter	Broken Up	To be replaced	12 months
5	Valve Spring	Ruptured	To be replaced	12 months
6	Arm, Valve Rocker	Ruptured or seriously worn	To be replaced	12 months
7	Valve lifter	Bent or worn	To be replaced if engine normal operation is affected	12 months
8	Cylinder	1. Cracked or sand holes arising 2. Cylinder-knocking	1. To be replaced if serious cracks lead to uselessness of cylinders 2. To be replaced	12 months
9	Crankcase	Cracks or sand holes arise or plugs are of oil leakage	To replace crankcases if engines (including engine suspensions) cannot normally run due to notable oil leakage or air leakage	12 months
10	Timing Gear	Damaged	To be replaced if gear teeth are broken or tooth flanks are seriously worn	12 months
11	Timing Chain	。 1. Ruptured 2. Elongated or seriously worn	1. To be replaced 2. To be replaced if engine normal operation is affected	12 months
12	L. and R. Cover, Crankcase	Cracks or sand holes arising	To be replaced	12 months

13	Piston	<ul style="list-style-type: none"> 1 Cracked 2 Top coming off 3 Top burnt 4 Piston stuck 5 Seriously pulled 	<ul style="list-style-type: none"> 1. To replace pistons if they are seriously cracked 2 To be replaced if tops crack 3 To be replaced if tops are seriously ablated 4 Pistons may be stuck in piston bores due to high temperature or poor lubrication 5 To be replaced 	12 months
14	Piston Pin	Ruptured or worn	To be replaced	12 months
15	Piston Ring	<ul style="list-style-type: none"> 1. Fractured 2. Elastic force problems 3. Seriously Worn 	<ul style="list-style-type: none"> 1. To be replaced 2. To be replaced if the performance of piston ring is degraded due to elastic force problems 3. To be replaced if serious wear leads to dark smoke and oil burning 	12 months
16	Connecting Rod	<ul style="list-style-type: none"> 1. Fractured 2. Deformed 	<ul style="list-style-type: none"> 1. To replace connecting rods even if fractures do not lead to uselessness of engines 2. To replace connecting rods if they are bent or curved. 	12 months
17	Crankshaft	<ul style="list-style-type: none"> 1. Fractured 2. Ablation or seizure 3 Bent or deformed 	<ul style="list-style-type: none"> 1. To replace crankshafts if their outside cranks crack or swan necks are bent 2. To replace crankshafts if serious ablation or seizure happens 3. To replace crankshafts if main bearing are useless due to serious deformation and bend 	12 months
18	Camshaft	<ul style="list-style-type: none"> 1. Seriously Worn 2. Ablated 3. Timing shift of cams 	<ul style="list-style-type: none"> 1. To be replaced 2. To be replaced if surfaces of camshafts are seriously ablated 3. To be replaced camshafts if camshaft float clearance is too small or too big 	12 months
19	Crankpin	<ul style="list-style-type: none"> 1. Seriously worn 2. Ablated 	<ul style="list-style-type: none"> 1. Crankshaft assembly would be replaced if serious wear happens 2 To be replaced if normal use is affected 	12 months

20	Main Bearing, Crankshaft	Ablated, stuck, worn, shifted or ruptured	To be replaced	12 months
21	Timing Sprocket Wheel	Seriously worn, ruptured or shifted	To be replaced	12 months
22	Bearing, Camshaft	Seriously worn	To be replaced if serious wear or abnormal sound happens	12 months
23	Camshaft sprocket and gear	1. Ruptured 2. Tooth flank wear	1 To be replaced 2. To be replaced if normal use is affected	12 months
24	Oil Pump	Stuck or failed	To be replaced if failures are caused by seizure of shafts of gear pumps	12 months
25	Charge Coil, Magneto	Damaged	To be replaced charge coils if they cannot charge	12 months
26	Magneto Coil	short circuit or circuit break	To be replaced	12 months
27	Ignition Coil	Damaged, broken down or electric-leakage	To be replaced if abnormal stop or engine power decrease is result in	12 months
28	CVT System	Failed	To be replaced CVT system if torque cannot transmitted	12 months
29	Clutch Gear	Seriously worn or teeth broken	To be replaced	12 months
30	Gear Shift Drum	Worn	To be replaced if shafts are broken	12 months
31	Gear Shift Shaft	Ruptured	To be replaced	12 months
32	Variable gear	Worn	To be replaced	12 months
33	Gear Shift Fork	Worn	To be replaced	12 months
34	Principal Axle, Counter shaft and Gear	Damaged	To be replaced if serious wear or tooth break happens	12 months
35	Bearing for Principal Axle and Counter Shaft	Damaged	To be replaced if bearings are damaged or seriously worn	12 months
36	Starter	Open circuit, short circuit or not running	To be replaced	12 months
37	L. Cover, Crankcase	Hard positions of screws crack	To be replaced	12 months

VIII. Replacing Procedure for Spare Parts under Warranty

1. Dealers would first notify After- Sale Service Department of EPEAX or counterparts of

subsidiaries of EPEAX with *Quality Information Form* when they are conducting warranty services according to users' requirements, then related persons from EPEAX or its subsidiaries will give a defined answer for users' requirements within 48 hours.

2. Dealers should conduct vehicle warranty according to warranty scope, and then hand over vehicles to users after vehicles satisfy technical requirements regulated in *Users Manual*. *Quality Information Form* would be filled with detailed information about replaced parts by dealers, and then it should be sent to the attention of related persons of EPEAX by email. After related persons of EPEAX confirm it, EPEAX will be in charge of claims.

3. Dealers would give a notice to EPEAX or its subsidiaries to complete the procedure for warranty after they receive new parts for replacement. EPEAX will further improve product quality based on the claims.

EPEAX MOTORCYCLE CO., LIMITED