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WARRANTY AND MAINTENANCE MANUAL

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OWNER INFORMATION



OWNER INFORMATION

Owner/ Company			
Purchase Date		Tel.	
Address			
Usage	<input type="checkbox"/> Household	<input type="checkbox"/> Official	<input type="checkbox"/> Commercial <input type="checkbox"/> Others
Vehicle Delivery Information	Model: _____ Motor No.: _____ VIN: _____ First service: Date: _____ Km: _____		
	After a thorough inspection, the vehicle is confirmed to be in excellent condition, with all necessary documents and tools present and accounted for. Vehicle delivery completed. Note: Seal of Riddara Authorised Service Centre: _____ Owner's Signature: _____		

LETTER TO OWNERS

LETTER TO OWNERS

Dear owner,

Thank you for trusting Riddara, and choosing our safe, comfortable, powerful and economical vehicles. We look forward to bringing fun to your work and life with high-quality products and services.

To ensure the protection and continued excellent performance of your vehicle, it is essential that you carefully review this manual and the attached Owner's Manual. These resources will provide you with a better understanding of how to use Riddara automobile products, offer solutions to common issues you may encounter, and help you effectively protect your rights and interests.

If you find any issues during use, please contact a Riddara authorised service centre as soon as possible, which will provide you with quality service in terms of maintenance, repair and spare parts. Please be sure to carry out maintenance on schedule according to the Owner's Manual and service notes.

Please use genuine Riddara spare parts. Genuine spare parts are solely supplied to Riddara authorised service centres. The utilisation of non-genuine components has the potential to compromise vehicle safety and quality, irrespective of any approvals from pertinent national or regional authorities. Riddara bears no liability or warranty for non-genuine spare parts, whether for substitution or installation purposes.

Having your vehicle properly serviced at specified intervals helps ensure that the vehicle is in optimal condition and has higher reliability and longer lifespan. Therefore, please have your vehicle serviced at a Riddara authorised service centre every 20,000 km or every 12 months during the warranty period.

All information contained within this manual represents the latest data available at the time of publication and is applicable across all models within this vehicle series. However, specific features are subject to the actual configuration of the individual vehicle. In alignment with national laws and regulations, Riddara retains the right to modify the contents of this manual.

In the event of transferring ownership of the vehicle, it is imperative to concurrently provide the new owner with this manual.

Please note that any alterations made to the vehicle by the owner may impact its mechanical performance, safety capabilities, or overall lifespan. Riddara disclaims any responsibility for resultant quality issues arising from such owner-initiated modifications.

Welcome your valuable advice on Riddara's quality and after-sales service.

Shandong Tangjun Ouling Automobile Manufacture Co., Ltd.

June 2024

WARRANTY SERVICE TERMS

WARRANTY SERVICE TERMS

According to relevant laws and regulations, during the warranty period, Riddara authorised service centres will identify vehicle quality problems caused by material quality or manufacturing process and provide warranty services for customers accordingly to recover the function of vehicles and ensure their normal operation.

I. Vehicle Warranty

- 8 years or 200,000 km for warranty of the three electric systems (battery, motor and MCU), 5 years or 150,000 km for the whole vehicle warranty, and 3 years or 60,000 km for special parts warranty. The warranty periods commence from the date of issuance of the new vehicle purchase invoice. For detailed warranty coverage, please refer to the table below:

Item		Service intervals dependent on time / distance travelled, whichever comes first			
		Non-commercial Vehicles		Commercial Vehicles	
		Month	Km	Month	Km
Three Electric Systems	Motor, MCU, and power battery	96	200,000	96	200,000
Whole Vehicle	The whole vehicle and the parts not specified in Warranty and Maintenance Manual	60	150,000	12	100,000
Special Parts	Shock absorbers, rubber sleeves, ball joints, infotainment head units, paints, seals, glasses, bearings (hub bearings), rubber parts, cameras, sensors, actuators, and controllers	36	60,000	12	60,000
Wearing Parts	Batteries	12	20,000	12	20,000
	Tyres, brake pads, light bulbs, wipers, remote batteries, air conditioner filters, fuses, and general-purpose relays	3	5,000	3	5,000

2. Warranty periods for service fluids:

The time when the first "check or change" of service fluids is scheduled to happen is specified in the Service List herein. If the specified time has elapsed or the first "check or change" has been carried out, the warranty period will automatically conclude.

II. Parts Warranty Principles

For the genuine parts for replacement at the owner's expense or by Riddara free of charge, the replacement parts are covered by warranty, as detailed below (Genuine parts refer to parts provided or approved and tested by Riddara).

1. If a part is replaced with a genuine part at the owner's expense at a Riddara authorised service centre, the warranty for the replacement part is valid for 1 year or 20,000 km from the date of replacement (i.e., the date that the invoice issued by the service centre bears), whichever comes first.
2. If a part is replaced with a genuine part free of charge due to product quality issues during the vehicle warranty period, the warranty for the replacement part is valid until the vehicle warranty expires.
3. If a part is replaced with a genuine part free of charge due to product recall after the expiry of the vehicle warranty, the warranty for the replacement part is valid for 1 year or 20,000 km from the date of replacement, whichever comes first.
4. If a wearing part (e.g., battery and tyre) in the warranty schedule is replaced with a genuine part at the owner's expense or by Riddara free of charge, the warranty for the replacement part is valid for 3 months or 5,000 km from the date of replacement, whichever comes first.

III. Exclusion of Warranty

1. The existence of defects has been informed in writing;
2. Damages caused by owner's improper handling of product quality issues;
3. Damages caused by force majeure (e.g., accidents, fires, thefts, and riots);
4. Misuse of Riddara automobile products, such as driving on curbs or other dangerous objects, overloading, racing, or not following the instructions in the Owner's Manual;
5. Retrofitting or modifying the vehicle, tampering with vehicle data, or rewiring;
6. Damages caused by installing/using parts made of materials different from factory-fitted Riddara genuine parts;
7. Damages attributed to the owner, such as liquid spills, or burns to carpets, seats or interior trims, due to the owner's negligence, or damage caused by factors other than material defects;
8. Paint damage or defects caused by exposure to harsh environments or installation of accessories;
9. Damages caused by installing improper tyres (tyres with improper size, etc.);

10. Any direct or indirect failures and damages caused by third-party repairs conducted outside of Riddara authorised service centres;
11. Unless otherwise provided by national laws and regulations, economic losses or additional costs are not covered by the warranty, including but not limited to the following examples:
 - Inconvenience incurred.
 - Accommodation, meals, or other travel expenses.
 - Vehicle rental.
 - Vehicle transportation/storage.
 - Losses incurred due to the inability to use the vehicle.
 - Losses in terms of time and associated costs.
 - Any other expenses or compensation for damages.
12. Damage or failure of the power battery due to the following reasons are not covered by the warranty:
 - Exposing the vehicle to an ambient temperature higher than 50°C for more than 15 days.
 - Storing the vehicle in an environment below -30°C for more than 15 days.
 - Allowing the vehicle to remain unused for over 15 days when the power battery is fully or nearly depleted.
 - Physical or intentional damage to the power battery resulting in a shortened battery lifespan.
 - Failure to follow the correct charging steps specified in the Owner's Manual.
 - Using incompatible charging equipment.
 - Unauthorised opening or repairing of the power battery casing without Riddara's permission.
 - Gradual reduction in battery capacity over time, which is not covered by the warranty.

In order to avoid liability disputes, owners should be reminded of the following matters:

- Failure to adhere to maintenance requirements outlined in the Owner's Manual or this manual, including not having your vehicle periodically serviced at Riddara authorised service centres, may lead to liability disputes.
- Failure to replace the odometer at a Riddara authorised service centre or confirm the mileage may cause liability disputes. It is recommended to replace the odometer at a Riddara authorised service centre, and ask the service centre to make a record and affix its official seal in the Proof of Odometer Replacement herein.
- If you intentionally alter the original condition of your faulty vehicle, resulting

in unidentifiable malfunctions or deceptive behaviour, this may lead to liability disputes.

- Riddara will assume no liability for any personal injury or property damage (including fires, accidents, fatalities, etc.) arising from modifications or additions carried out without Riddara's permission, including changes to the vehicle structure or electrical circuits, and additions of non-genuine accessories.

IV. Warranty Service Rules

1. During the warranty period promised by Riddara, you should strictly observe the operation and maintenance instructions in this manual and the Owner's Manual.
2. If your vehicle malfunctions during use, only Riddara authorised service centres have rights to handle your warranty claims. Once a malfunction occurs, visit or contact a Riddara authorised service centre for troubleshooting as soon as possible.
3. The period of vehicle warranty starts from the purchase date of your vehicle. When requesting a warranty service, please present the purchase invoice issued by the Riddara authorised service centre. Failure to do so may affect the warranty service for your vehicle.
4. The warranty services include replacement of or repair on damaged parts according to technical requirements. Riddara and Riddara's authorised service centres have the right to decide to repair or replace parts as the case may be.
5. The labour hours and material costs incurred in the warranty service are covered by Riddara.
6. The parts replaced during maintenance remain the property of Riddara.

SERVICE NOTES

SERVICE NOTES

1. You must have your vehicle serviced at a Riddara authorised service centre every 12 months or 20,000 km, whichever comes first. For the specific service items, please refer to relevant chapters of this manual and the Owner's Manual.
2. Receiving interval services is a necessary prerequisite to ensure the normal operation of your vehicle. Ignoring the notes here may lead to disputes concerning warranty coverage.

SERVICE LIST

SERVICE LIST

S/N	Item	Jobs	Service intervals dependent on time / distance travelled
1	Appearance of Power Battery	① Check whether the power battery case has scratches, corrosion, deformation, damage, etc. ② Check whether the balance ventilation valve is intact and free of damage. ③ Check whether the high and low-voltage wiring harnesses and plugs/sockets are damaged.	Every 12 months or 20,000 km
2	Failure Detection	Use diagnostic tools to clear historical failures and read current failures.	
3	Performance of MCU	Use diagnostic tools to read whether there is a fault.	
4	Appearance of Motor	Clean the outside of the motor case to ensure no water stains and dirt, and check whether there is interference or wear between incoming power lines and surrounding parts.	
5	Reducer Lubricant	① Check for leakage. ② Maintenance-free.	
6	Appearance of High-voltage Auxiliary Driving Controller	Check whether there is foreign material in the charging port, and whether the internal metal hole is intact.	
7	Washers, Wipers, and Washer fluids	Check the wipers or washers (cleaning degree of wipers). If necessary, replace the wiper, add the washer fluid, and/or adjust the nozzle.	
8	Brake System	① Check the brake fluid level. If it is insufficient, add DOT4 brake fluid that complies with GB12981 standards. ② Check the brake system. Adjust if necessary or replace the brake pad or disc as necessary.	



S/N	Item	Jobs	Service intervals dependent on time / distance travelled
8	Brake System	Brake fluid must be changed every 2 years or 40,000 km. For vehicles used under especially severe conditions, it should be changed every year or 20,000 km.	Every 2 years or 40,000 km
9	Steering	<ul style="list-style-type: none"> ① Check the steering shaft and dust cover. ② Check the track-rod-end ball joint and dust cover. ③ Check the functionality of power steering. 	Every 12 months or 20,000 km
10	Tyres	<ul style="list-style-type: none"> ① Check whether the tyre inflation pressure is within the normal range specified in the Owner's Manual. ② Check the tyre tread depth, and replace the tyre if necessary. 	
11	Transmission and Suspension	<ul style="list-style-type: none"> ① Check or tighten the wheel bearings. ② Check the front and rear suspension. ③ Check the drive shaft and dust cover. ④ Check the wheel rims and torques. ⑤ Check the shock absorbers and springs. 	Every 12 months or 20,000 km
12	Air Conditioning System	<ul style="list-style-type: none"> ① Check whether the air conditioning system functions properly, and whether there are leaks, abnormal noises, etc. in the air conditioning lines and compressors. ② Replace the filter element of the air conditioning system. 	
13	Coolant Change	Every 4 years or 80,000 km (or depending on actual needs)	Every 4 years or 80,000 km

The recommended service intervals for vehicles used under severe operating conditions are half of the specified service intervals (dependent on time / distance travelled) for vehicles under normal operating conditions. For example, if your ve-

hicle is used in mountainous or humid areas, the brake fluid should be changed every year. Severe conditions include:

- Driving in dusty or sandy areas.
- Driving in extremely cold (below 0°C) or hot (above 40°C) environments.
- Driving in humid environments or often driving through water.
- Driving on roads constructed of highly saline or corrosive materials.
- Often driving at low speeds, frequent braking, or driving in mountainous areas.
- Usage for operational activities, or frequent usage for special purposes such as high-load applications.
- Usage in automobile races or competitions.

PROOF OF INTERVAL SERVICE



PROOF OF INTERVAL SERVICE

It is suggested that the basic services be charged for at a rate of 2 man-hours per vehicle, and the material costs be charged for the actual consumption of materials.

INTERVAL SERVICE

Current service carried out
 on: ____ (month) ____ (day), ____ (year)
 at: _____ km

Next service scheduled
 on: ____ (month) ____ (day), ____ (year)
 at: _____ km

Signature/Seal of Riddara Authorised Service Centre:

INTERVAL SERVICE

Current service carried out
 on: ____ (month) ____ (day), ____ (year)
 at: _____ km

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Current service carried out
on: ____ (month) ____ (day), ____ (year)
at: _____ km

Next service scheduled
on: ____ (month) ____ (day), ____ (year)
at: _____ km

Signature/Seal of Riddara Authorised Service Centre:

PROOF OF ODOMETER REPLACEMENT

PROOF OF ODOMETER REPLACEMENT

Original reading: _____ km

Fault cause: _____

Service result: _____

Service date: _____

Signature/Seal of Riddara Authorised Service Centre:

Original reading: _____ km

Fault cause: _____

Service result: _____

Service date: _____

Signature/Seal of Riddara Authorised Service Centre:

Original reading: _____ km

Fault cause: _____

Service result: _____

Service date: _____

Signature/Seal of Riddara Authorised Service Centre:

Original reading: _____ km

Fault cause: _____

Service result: _____

Service date: _____

Signature/Seal of Riddara Authorised Service Centre:

Original reading: _____ km

Fault cause: _____

Service result: _____

Service date: _____

Signature/Seal of Riddara Authorised Service Centre:

Original reading: _____ km

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Fault cause: _____

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