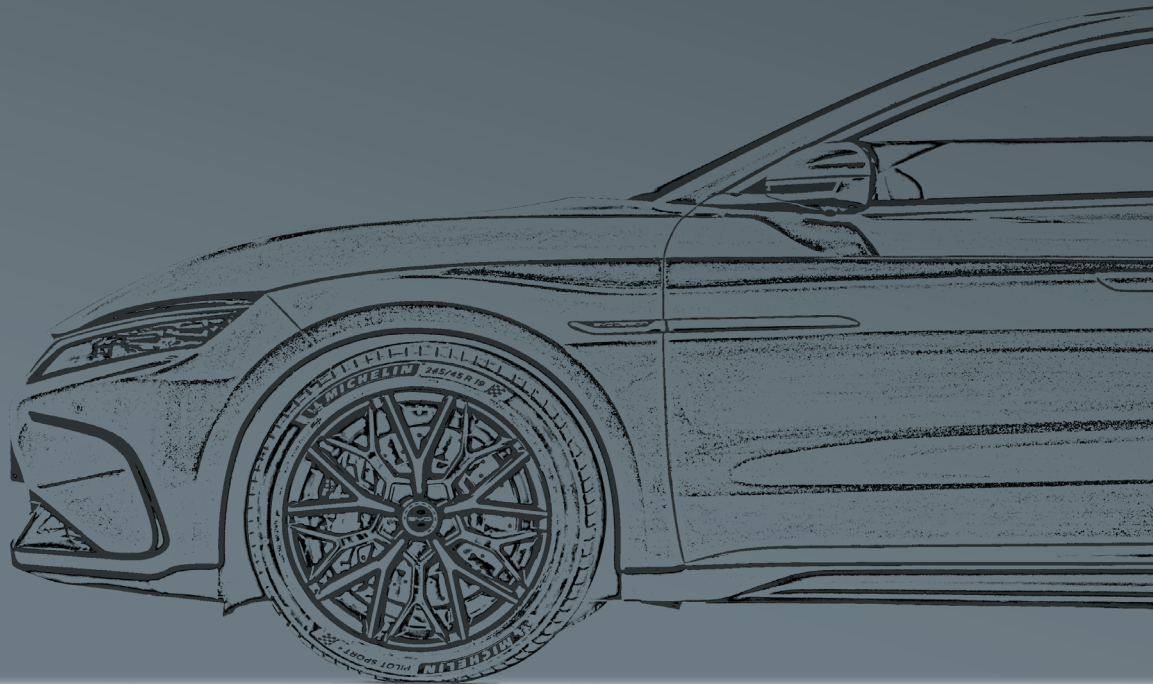


Warranty Manual



BYD | **MANNAI**



BUILD YOUR DREAMS

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01 GENERAL INTRODUCTION



Dear customer, thanks for purchasing BYD car and welcome to be one member of BYD club! We guarantee that your vehicle is accurately produced and controlled in factory and that you will start to be serviced as much sincere and effort as from this moment.

In order to let your car have excellent performance as much as possible and let you enjoy driving it, this booklet is designed to help. Here you'll find information on BYD's warranty coverage, maintenance recommendations and special suggestion about maintenance of special usage of vehicle. We suggest you perform the warranty and maintenance procedures in accordance with the regulations established in this booklet, regarding to more details of all the requirements and suggestions, please refer to user's manual. It is very essential to do maintenance in accordance with BYD recommendation, to ensure proper warranty coverage.

This booklet cannot be missed, it records details about vehicle maintenance, since under some circumstances they may be required for warranty coverage. These records should include date of service, kilometers at time of service and a description of service performed and/or parts installed. For your convenience, a maintenance log is included in this booklet. If you sell your vehicle, you should give your maintenance records to the new owner. BYD will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, damage or failures caused by lack of proper maintenance are not covered under warranty.

Who Is the Warrantor?

The warrantor for these limited warranties is BYD / authorized repairer/authorized importer authorized dealer.

Which vehicles are covered?

These warranties apply to all BYD new energy vehicles exported/ produced by BYD that are originally sold by an authorized repairer/authorized importer/dealer in Qatar and normally operated or touring in Qatar Warranty coverage is automatically transferred at no cost to subsequent vehicle owners.

When warranty begins?

The warranty period begins on the first date the vehicle is either delivered to an ultimate buyer, leased, or used as a company car or demonstrator.

How to get warranty service?

In order to make sure that your vehicle gets in – time warranty and maintenance service, we suggest that you locate a local authorized repairer/importer/dealer whenever your vehicle needs a warranty inspection or maintenance suggestion. You can talk right away to our local importer or authorized dealer, if they don't meet your satisfaction, you can contact us at BYD Auto Industry Co. Ltd.

Repairs made at no charge

Repairs and adjustments covered by these warranties are made at no charge for parts and labor.

Parts and placement

Any needed parts replacement will be made using new parts and original parts. The decision wether a part should be repaired or replaced will be made by authorized repair / authorized importer/dealer.

Where to go to repair?

The car covered by warranty should be inspected, repaired or adjusted in authorized repairer / authorized importer / dealer.

Name of repairer/importer/dealer:

Address of authorized repairer/importer/dealer:

Contact number of the repairer/importer/dealer:



*if the vehicle is sold by the importer, need to fill in the importer; if the vehicle is sold by the dealer, need to fill in the dealer.

Information of production & Authorized repairer, importer & dealer

Information of production				
VIN code:		Vehicle mode:		
Vehicle color:		Import date:		
Electromotor code:		Sales contract number:		
Sales date of vehicle:				
Product usage:	<input type="checkbox"/> Private	<input type="checkbox"/> Commercial	<input type="checkbox"/> Lease	<input type="checkbox"/> Taxi/fleet
Information of repairer				
Name:		Phone number:		
Address:				
Information of importer				
Name:		Phone number:		
Address:				
Information of dealer				
Name:		Phone number:		
Address:				





*The VIN code must be in accordance with the VIN number on the car, the date of the sales must be consistent with the date on the sales contract/invoice, and the product usage should be selected correctly;

*The warranty starts by the date of the sales on the sales contract, and it ends by the running date and kilometers which comes first;







*If the vehicle is sold by the importer, it is not necessary to fill in the information of the dealer;

*The warranty booklet and sales contract/invoice is evidence of warranty procedure; the salesperson of importer/dealer must fill in it seriously and the owner should save it very well. Any change, obliteration, and under-lease will make the warranty disabled.

The first customer registration form

Name:	ID code:
Career:	Phone number:
Email box:	
Address:	
Signature of first customer:	BYD authorized repairer/importer/dealer signature:

* The salesperson of the repairer/importer/dealer must fill in the above table, if the first owner sells the vehicle to a second owner, the importer/dealer should fill in the following changing registration form. The purpose is to let new customers get his/her warranty benefits.

Customer change registration form I

Information of production				
VIN code:		Vehicle mode:		
Vehicle color:		Electromotor code:		
Import date:				
Product usage:	<input type="checkbox"/> Private	<input type="checkbox"/> Commercial	<input type="checkbox"/> Lease	<input type="checkbox"/> Taxi/fleet
Information of the first customer				
Name:		ID code:		
Career:		Phone number:		
Email box:				
Address:				
Signature of the second customer:		BYD authorized repairer/importer/dealer signature:		
Signature of the first customer:				

Customer change registration form II

Information of production				
VIN code:		Vehicle mode:		
Vehicle color:		Electromotor code:		
Import date:		Import date:		
Product usage:	<input type="checkbox"/> Private	<input type="checkbox"/> Commercial	<input type="checkbox"/> Lease	<input type="checkbox"/> Taxi/fleet
Information of the second customer				
Name:		ID code:		
Career:		Phone number:		
Address:				
Signature of the second customer:		BYD authorized repairer/importer/dealer signature:		
Signature of the first customer:				

Instrument Panel Replacement Record

* This record must be filled along with every repair or replacement job that has been carried out to the vehicle, if not, the vehicle will be out of warranty.
* If the vehicle is sold by an authorized importer/, filled in by an importer; if the vehicle is sold by a dealer, filled in by an authorized dealer/repairer.

Replace Date	Mileages	Authorized importer/dealer/repairer signature & stamp

02
WARRANTY
DETAILS



Warranty Details

Category	Main parts	Coverage (whichever comes first)
Complete vehicle	Except listed below, as well as all kinds of oil fluids, coolant, charging facility, complimentary gifts, and refrigerant, please refer to elaboration.	6 years or 150,000kms
Power Battery	Power Battery	8 years or 200,000kms Battery capacity ≥70%
Powertrain	Power motor, Drive motor controller, Drive motor controller and DC assembly, HV electric control assembly	8 years or 200,000kms
Other parts	Lamps, tire pressure monitoring module, mounting, and ball joint	4 years or 100,000kms
	Multimedia system, Shock absorber, Belt, Dust boot, Bushing or Gasket, Release bearing, Wheel bearing, PM2.5 tester, AC or DC charging port, USB charging connector, Carbon canister dust filter, Fuel heater assembly	3 years or 60,000kms
	Lead acid battery (12V)	12 months or 20,000kms
Wearing and Consumable parts	All kinds of filter elements, Strainer meshes, Button battery, Brake pads, Clutch Discs, Tires, Wiper blades, Bulbs, Spark plugs, Fuses, Generic relays (without integrated control unit)	6 months or 10,000kms

Vehicle warranty

This warranty covers repairs and adjustments needed to correct defects in materials or workmanship of any parts provided by BYD. The coverage is for 6 years or 150,000kms, whichever comes first. The vehicle warranty includes all parts except details listed in the below items in this booklet.

Power battery package

- This warranty coverage is that SOC is higher than 70% of specification within 8 years or 200,000 kilometers.
- This warranty does not cover any one of the damages or failures resulting from or caused by:
- Loss of battery capacity due to or resulting from gradual loss (see the important tips on how to prolong the life of the power battery package in this manual).
 - Serial number or labels on the products and their components were modified, removed, or damaged beyond recognition.
 - Opening the seals of the battery package or dismantling the battery package without the permission of the manufacturer.
 - Product was modified, changed, or repaired without BYD's written consent.
 - Using a charging adapter unrecognized by BYD.
 - Failure to comply with the charging procedures.
 - Vandalism or attempt to reduce the battery life.

- External damage to the product itself in areas causing any damage or malfunction to the power battery package resulting from scratch, or collision of the chassis.
- Product was dismantled without authorization by BYD.
 - Failure or damage caused by lack of annual detection of battery performance. Failure or damage can be avoided with the detection.
 - Power battery package overcharge, over-discharge, or short circuit caused by the failure of power battery package management which is resulted from improper operations and use not consistent with the manual.
 - Not conducting the first maintenance at BYD authorized service center in the warranty period which is referred to specially in the warranty manual.
 - Serious damage caused by severe traffic accidents.

How to prolong the life of the power battery package?

- Charge your vehicle timely, whenever the instrument cluster reminds you to charge the power battery package you are better to go to the charging station to charge the power battery package to avoid over-discharge;
- Avoid over-charging the battery, in case the vehicle only runs for a short time and doesn't need too much electricity, do not charge the battery for a long time. Over-charge may also affect the efficiency and duration of the power battery;

- Don't keep the vehicle paralyzed for a long time while in SOC deficit status. This may cause possible sulfation of the battery and affect the performance of the battery; make sure that the power battery is fully charged at least once a week with AC charging devices;
- In case your vehicle is not being used for a long time, we suggest charging your battery SOC to 100% and then discharging the power battery package SOC to range between 40% and 60% by operating air conditioning. If your vehicle is paralyzed for more than 3 months, the power battery package needs to be charged each month, if not, there may be an over-discharge of the power battery package and it may affect the efficiency of the battery. Even, In that case, your vehicle will be out of warranty right away;
- Avoid the violent use and driving of the vehicle. As the owner, it shall be your responsibility to take good care of your vehicle. Remember to drive it with care and attention, it will help lengthen the range of your vehicle; also, in case your vehicle is used and driven in areas with warm even hot climates, remember to park your vehicle somewhere with shadow and good ventilation, this will help the equipment of the vehicle to cool down more quickly and return to normal status, in this way, assure a longer duration of your vehicle. Good results always come from sincere care and effort, we hope our vehicle can obtain a better performance to serve our customers with care.

How to define pure electrical range?

The advertised range is tested in the lab, it is very different from the actual/real range on a real road. Because the actual/real range is affected by driving habits, urban and suburban road conditions, highway conditions, circumstance temperature, wind speed, the turning on and off of electronic devices, etc.

How to get optimal pure electrical range?

- Maintain the power battery well condition and health. Because the pure electrical drive range is directly relative to the capacity/energy of the power battery that is normally declining due to daily use;
- Keep low electrical consumption per 100kms, so as much as possible reduce using the frequency of the radio, air condition, and external devices and so on, higher electrical consumption per 100kms, lower drive range;
- Reduce the time of idle and unsteady acceleration as much as possible;
- Keep driving by uniform speed as much as possible;
- Maintain the power battery well condition and health as much as possible.

High-voltage Warning

- The power battery package is high-voltage parts, damage to the power battery may cause electric shock, overheating, or fire, in case this situation happens, you need to keep your body as far away as possible from the vehicle.

- Immediately send the vehicle to an authorized BYD dealer/ repairer Service Center to do a professional inspection, where our well-prepared technicians are always ready to offer sincere service for you and your vehicle.
- Keep the damaged power battery package or power battery module ventilated by opening the windows and doors.
- The battery and high-voltage system can only be inspected, tested, and replaced by BYD authorized technicians. Any unauthorized inspection, testing, repair, or replacement of our power battery package or module may lead to penalization of your vehicle and in this case, your vehicle will be out of warranty. And any bodily injury caused by an unauthorized repairer/dealer, BYD will ignore it and does not bear any cost.

Electromotor

This warranty covers repairs and adjustments needed to correct defects in materials or workmanship of any parts provided by BYD. The coverage is for 8 years or 150,000 kilometers, whichever occurs first. The electromotor includes a motor and rotary sensor.

Electromotor controller

This warranty covers repairs and adjustments needed to correct defects in materials or workmanship of any parts provided by BYD. The coverage is for 8 years or 200,000 kilometers, whichever occurs first.

High-voltage system

This warranty covers repairs and adjustments needed to correct defects in materials or workmanship of any component listed below by BYD. Coverage is for 8 years or 200,000 km, whichever occurs first, except charging port, which is covered for 1 year / unlimited kilometers, whichever occurs first.

* Power motor, Drive motor controller, Drive motor controller and DC assembly, HV electric control assembly.

Suggestion of charger and charging gun/ charging port?

- The charging facilities must be installed in a place clean, well-ventilated, easy to approach, and far away from low-lying places or places where there is possibly water;
- Pay special attention to your safety while using the charger and charging gun. Children are strictly forbidden to approach the charger;
- Use the charger and charging gun only in safe operating conditions obeying the right normal function requirements;
- The malfunctioning charger carries the risk of shock, even death, in case of an abnormal situation, press the emergency stop button and consult professional technicians, do not carry out any unauthorized operation;
- Don't press the breaker or emergency
- Stop the button or dismantle the charger within the process of usage;

- Carry out regular inspections on the charger or charging gun to discover possible malfunctions and damage in order to repair them in time and avoid potential damage.

Inspection of charging gun/charging port?

- As a conductive charging method, the charging port must have normal wear and aging problems, it needs to be inspected/maintained according to range/date or during daily use.
- All inspections and maintenance should be done in the condition of turning off the vehicle.

Low-voltage devices and chassis

This warranty covers necessary repairs to correct the defects in material or workmanship of any component listed below supplied by BYD. The coverage is for 6 years or 150,000 km, whichever occurs first:

- Chassis parts include front sub-frame assy.; power steering with tie rod assy. power steering pumps ASSY and ABS, transmission, reducer, differential, ESP, brake clipper.
- Electrical parts include gateway, vehicle main controller, gear controller, SRS ECU, air conditioning ECU, ECU&TCU, BCM, BMC, I-key controller, and parking ECU.

Quick wear parts

- This warranty covers necessary repairs to correct the defects in material or workmanship of any component listed below supplied by BYD. The coverage is different from 6 months or 10,000 km to 3 years or 60,000 km due to different operating frequencies and working conditions.
- The contents of 3 years/60,000 kilometers include a Multimedia system, Shock absorber, Belt, Dust boot, Bushing or Gasket, Release bearing, Wheel bearing, PM2.5 tester, AC or DC charging port, USB charging connector, Carbon canister dust filter, Fuel heater assembly.
- The contents of 6 months/10,000 kilometers include All kinds of filter elements, Strainer meshes, Button battery, Brake pads, Clutch Disc, Tire, Wiper blades, Bulbs, Spark plug, Fuse, Generic relay (without integrated control unit)

Corrosion perforation

This warranty covers repair or replacement of any original body panel that develops perforation from corrosion (rust-through), with the exceptions of "situations Not Covered by our warranty" indicated. Coverage is 6 years/150,000 kilometers. For information on how to protect your vehicle from corrosion, refer to sections related to following maintenance and care.

How to avoid possible corrosion?

There are many factors that lead to the corrosion of the vehicle. Most of them can be avoided with care and effort:

- Carry out regular inspections on your vehicle to find out the small scratches, which may lead to rust and corrosion in the future. Whenever some small scratches are determined, repair them the first time you can;
- Revise regularly the humidity of parts where it's easy to accumulate water, such as tires, the door, the bottom corner of the trunk, the keyhole of the door, and the active part of the wiper holder;
- It's better not to use covered clothing on your vehicle in rainy or stormy climates. With the clothing, the rain and storm may easily cause scratches on the vehicle, which may cause corrosion situation of your vehicle;
- Keep the environment where you park your vehicle cool and well-ventilated;
- As for the critical parts of your vehicle, pay special attention to the humidity and status of these to discover problems and solve them in time;
- Send your vehicle to an authorized BYD Repairer or Service Center to do inspection and revision of your vehicle. The professional staff there can help you determine more accurately the possible parts with corrosion and solve them with the most adequate way.

- Whenever your vehicle has experienced any kind of malfunction or defect, you can contact an authorized BYD repairer/dealer, where there are professional crew and personnel, to see if your situation is under the coverage of our warranty service to get appropriate service and repair for your vehicle.
- However, it is our obligation to inform you that like any other company or any kind of vehicle, these warranty policies are limited according to the policies and regulations of the government in the country market of this vehicle, so please refer to the related documents and policies while detecting the malfunction and defection of your vehicle. As well, some situations are not covered by our warranty service, which will be explained in the next part.

Warranty of Spare Parts
(excluding Consumables and Wear Parts)

For genuine spare parts purchased by owners at their own expense and installed at BYD-authorized service providers, the warranty period is 12 months from the date of their purchase or installation. If the warranty period of the spare part is shorter than the remaining basic coverage period of the parts on the complete vehicle, the principle of "owner's benefit" shall be applied; and the warranty period of the part shall be extended until the remaining warranty period of basic coverage expires. The warranty for spare parts shall meet the following conditions:

- The spare parts purchased and installed are genuine BYD spare parts.
- The owner provides proof of paid maintenance in the service store (e.g. maintenance document).
- Before applying for spare parts warranty, it is necessary to ensure the integrity of the faulty parts.

Situations not covered by our warranty

Generally, these situations can be concluded in the following types:

- **Environmental and natural conditions**, including but not limited to the vehicle is driven with the chassis at a height less than 150mm; battery exposed to more than 65° C of ambient temperature or placed below -30° C; force majeure like extreme weather conditions, fire, earthquake, and war; damage caused by contamination, petroleum, or other chemicals, water contamination, etc.

- **Vehicle operation and maintenance in violation of warranty and maintenance procedures**, including but not limited to maintenance and repairing procedures that are not realized according to our owner's and warranty and maintenance manuals, using spare parts and accessories that are not BYD production or authorized by BYD.
- **Misuse of the vehicle**, like overloading, racing car, using the vehicle for towing service, or a vehicle that has its identification number altered or removed, or its odometer cannot be read accurately.
- **Normal wear and tear**, or failure of a component that is not under the coverage of our warranty service.

Special warning: if one of these cases above occurs, your vehicle will be immediately out of warranty.



More than that, this warranty does not cover the following consumable parts, which includes: consumable fluids like lubrication oil, anti-freeze fluid, brake fluid, window screen wash solution and air conditioning refrigerant; filters; drive belts-replacement and adjustment; wiper blades; weather strips; tires; fuses; relays; clutch disc; brake pads/shoes due to wear; all lights bulbs (interior and exterior); wheel balancing/alignment.

03 OPERATION AND MAINTENANCE



Your responsibility

As the owner of a BYD car and a member of the BYD family, you are responsible for ensuring that your BYD vehicle is operated and maintained according to the instructions in the user's manual and this booklet. You should keep detailed maintenance records of your vehicle. It is not only for you to keep in-time knowledge of the maintenance procedure of your vehicle, but also for our technical personnel to keep control and record of the performance and maintenance of our products to improve our product and service. Under some circumstances, they may be required for warranty coverage. These records should include the date of service, mileage at the time of service, and a description of the service performed and/or parts installed. For your convenience, a maintenance log is included in this booklet. If you sell your vehicle, you should give your maintenance records to the new owner. BYD will not deny a warranty claim solely because you do not have records to show that you have maintained your vehicle. Damage or failures caused by lack of proper maintenance are not covered under this warranty.

Importance of Maintenance

Regular maintenance is essential to obtaining the highest level of performance, safety, and reliability from your BYD car. It can also increase your vehicle's resale value. The factory-recommended maintenance guidelines and timetable inside the user's manual, coming to your hand along with the vehicle when purchasing, are designed to help you make sure your vehicle receives proper and timely maintenance. The maintenance log in this booklet is designed to help you record detailed maintenance. In addition to scheduled maintenance, your vehicle requires ongoing general maintenance such as fluid checks and visual inspections. These procedures are explained in the "Maintenance" section of the User's Manual. Be sure to perform these procedures regularly to ensure the most trouble-free operation of your vehicle. With proper maintenance and care, your vehicle will last longer and deliver more dependable, economic performance. Follow this booklet's recommendations and you'll enjoy maximum reliability and peace of mind from your car for many years to come.

Where to go for maintenance?

BYD recommends having maintenance performed by an authorized BYD repairer distributor/dealer. Authorized BYD repairer/distributor/dealer technicians are specially trained to maintain and repair BYD vehicles. They stay current on the latest service information through BYD technical bulletins, service publications, and training courses. Many are also certified through the BYD Certification Program, which involves a series of rigorous written examinations. Feel free to ask any authorized BYD repairer/distributor/dealer to show you their technicians' credentials. You can be confident you're getting the best possible service for your vehicle when you take it to an authorized BYD repairer/ distributor/dealer.

Special suggestion for our customer

In case your vehicle is used under severe conditions, we suggest you do the maintenance at a higher frequency than normal and do it following the suggestions and recommendations of our professional technical personnel. These severe conditions include but are limited to:

- Driving on damaged roads.
- Over-load driving.
- Driving in extremely cold or hot weather conditions.
- Drive frequently on gravel roads.

Any damage that comes as a direct and indirect result of driving your vehicle under these severe conditions may not be covered under our warranty in this manual, so it's not recommended to use your vehicle often under these circumstances.

Replacement Parts

Warranty coverage is not dependent upon the use of any particular brand of replacement parts. However, BYD recommends using only Genuine BYD Parts when you need to replace a part on your vehicle. Like all BYD products, Genuine BYD Parts are built to the highest standards of quality, durability, and performance. They are also designed to fit your vehicle's exact specifications. Your authorized BYD repairer/distributor/dealer maintains an extensive inventory of Genuine BYD Parts to meet your vehicle service needs.

Maintenance Log

1st Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

2nd Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

3rd Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

4th Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

5th Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

6th Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

Maintenance Log

7th Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

8th Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

9th Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

10th Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

11th Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

12th Maintenance Record

Date: / /
Mileages:
Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

Maintenance Log

13th Maintenance Record

Date: / /

Mileages:

Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

14th Maintenance Record

Date: / /

Mileages:

Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

15th Maintenance Record

Date: / /

Mileages:

Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

16th Maintenance Record

Date: / /

Mileages:

Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

17th Maintenance Record

Date: / /

Mileages:

Maintenance Items:

Claims Signature:

Authorized Service Center Stamp

18th Maintenance Record

Date: / /

Mileages:

Maintenance Items:

Claims Signature:

Authorized Service Center Stamp
