



STAR Electric Vehicles® International Warranty Policy

For use by Authorized STAR EV Dealers - Effective July, 2019

STAR EV, a brand of JH Global Services, Inc.
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4 Year Limited Warranty (International Policy)

Star EV, a product brand of J H Global Services, Inc., warrants to the original Retail Purchaser that Star Electric Vehicle Models: STAR EV, shall be free from any defects in material or workmanship under normal use and service for the periods stated below. Star EV warranty becomes effective from the date of purchase from an authorized Star EV dealer with respect to parts and limited labor subject to the terms of this Limited Warranty, as follows:

	Sirius, Classic, Sport, AP, AK, Magellan, Diablo, C-Series, H-Series	Bus, U Series
CHASSIS GROUP (includes frame, springs, shocks)	4 years	4 years
BODY GROUP (front body, rear body, roof, etc)	2 years	1 years
ELECTRICAL GROUP (charger, converter, solenoids, switches, etc)	2 years	1 years
MECHANICAL GROUP (pedal assemblies, linkages, roof supports, etc)	2 years	1 years
POWERTRAIN GROUP (motor, controller, differential assembly, etc)	2 years	1 years
BATTERY GROUP (administered through Trojan***)	2 years	2 years
SEATING GROUP (seat cushions, flip seat parts, etc)	2 years	1 years

- Warranty starts from the date of the purchase by the end user and is valid for the period defined above or for the period above plus 6 months from the time of delivery to the dealer; whichever occurs first.
- Warranty excludes improper handling of equipment by dealer, abnormal wear and tear before sale of vehicle, and shipping damage not notated on the bill of lading during delivery.
- Warranty covers parts and shipping for period defined above, excluding wear items such as tires, brakes, bulbs, and windshield except for manufacturer defects. Labor is not included.
- Dealer is required to purchase 2% of order value for critical parts for every order. Programmer is recommended as additional equipment.
- Parts used from critical part inventory and will be replenished as used for warranty purposes. If initial parts for warranty are needed, JH Global will send parts via ocean freight, or if critical & approved by Technical, light items may be sent by airfreight.
- Warranty for any vehicles that are used for rental, taxi, or excessive use applications is six (6) months.
- Fleet warranty follows the standard international warranty policy.
- Star warrants its chassis and suspension components shall be free from defects in material or workmanship for four (4) years from the date of purchase. Chassis and suspension components are defined as the structural frame of the vehicle, leaf springs and shocks, which does not include drive trains, A-arms, steering components, roof supports, corrosion and paint.

***Warranty excludes batteries which are covered by the manufacturer. Trojan offers a 24 month warranty for Star EV's purchased with Trojan Batteries (T-105, T-145, T-875, and Ranger 160). This is determined by the date code stamped on the Negative Terminal (Shipping Date). This code indicates the month and year when the battery was shipped out of Trojan's factory. LETTER stands for the month, A to L (A=January, B=February, C=March, and so on); NUMBER is the last digit of the year. Dealer must have a track record of service to the batteries every 6 months. For fleet battery warranty, the warranty is 4 years or 20,000 Amp whichever is earlier. Batteries must have a monthly service track record. See attached Trojan Warranty Policy.

CLARIFICATIONS:

- All warranty claims shall be filed via online warranty claim form or email of the warranty claim request. JH Global has 30 days to agree to or to decline the warranty.
- All required parts should be returned to JH Global within 30 workdays from time of the claim being filed. Dealer(s) are responsible for the freight/shipping cost to Star or to the parts warranty division if the parts are not warrantable.
- JH Global will be responsible for the shipping cost of all warranty parts to the dealer location once the claim is approved.
- Shipping is via container for items, air freight may be approved by technical department for light items.
- JH Global has the authority and right to perform any repairs if necessary by third party independent company.
- Training classes are recommended, JH offers training classes at the USA facility, classes are free but travel and board are not covered. Training classes may be at dealer site and the cost of on site training may vary and is to be negotiated and agreed upon by dealer/JH Global sales rep.

EXCLUSIONS: Specifically excluded from any Star EV warranty are adjustments/repairs made due to normal wear beyond the first one hundred eighty (180) days, routine maintenance items, cosmetic deterioration, and electrical components which are susceptible to fluctuations in current which is beyond the control of Star EV. Damage caused by airborne fallout, salt from sea air, salt or other materials used to control road conditions, chemicals, tree sap, stones and the application of chemicals or sealants subsequent to manufacture, etc., is not covered. This warranty also does not apply to Acts of God or other events over which Star EV has no control. Transportation charges for warranty service are excluded from this warranty and all replaced parts shall become property of Star EV unless released by Star. Any parts repaired/replaced under this warranty shall be warranted for a period of ninety (90) days from installation or for the remainder of the original warranty, whichever is greater. This warranty excludes batteries, which are warranted by their respective manufacturer.

REMEDY: The sole remedy under this warranty and Star EV only obligation in the event of a defect in the vehicle/battery chargers is that Star EV, at its sole option, repair or replace any defective parts. This remedy precludes all other remedies including any lawsuits, claims or other proceedings alleging strict liability, negligence of contract or any cause of action. Star EV reserves the right to improve or change the design of any Star EV or battery charger without assuming any responsibility to modify previously manufactured vehicles.

DISCLAIMER: This warranty is made in lieu of all other warranties, implied or expressed, including any warranty of merchantability or fitness for a particular purpose. Star EV further disclaims all liability for incidental, exemplary, punitive or consequential damages; to include but not limited to, personal injury or property damage arising from any defect in the vehicle/ battery charger.

No agent, employee or representative of Star EV or any person has authority to bind Star EV to any other agreement, representation or warranty concerning the goods sold under this warranty. Some places do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary.

WARNING: Any modification or change to the vehicle or battery charger which alters the weight distribution of the vehicle, its stability, increases the speed, or alters the output of the battery charger beyond the factor specification, can cause personal injury and will void this warranty. Do not make any such modification or any other alteration, which would adversely affect the safety of the vehicle. Adding approved flipped seat to the car is the only exception that Star agrees is covered under this warranty.

VOIDING OF WARRANTY: This, and any other warranty, shall be void if:

- The vehicle or battery charger is abused or otherwise not used in its intended manner
- The vehicle is in an accident or collision
- The vehicle shows indications that the speed governor was adjusted or modified allowing the vehicle to operate beyond Star EV's specifications.
- The vehicle shows indications that the vehicle has been altered or modified in any way from Star EV's specifications, including but not limited to:
 - Alterations to the braking system, electrical system, steering or other operating systems of the vehicle.
 - Indications that routine maintenance was not performed when and in the manner specified in the Star EV maintenance and service manuals or publications.
- Data submitted for an individual vehicle warranty claim contains false or misleading information.

This warranty shall be void with respect to any defect or damage caused by or as a result of or related to parts or accessories which are not manufactured or authorized by Star EV, or were not installed per Star EV's instructions, or were covered by another manufacturer's warranty, whether expired or not.