



**STAR Electric
 Vehicles™**

**4 Year
GSA/Commercial
Limited Warranty**

STAR EV, a product brand of J H Global Services, Inc., warrants to the original 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:

	Classic, Sport, AP, AK, Magellan, Diablo, Sirius, Capella, 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 (factory supplied batteries)	2 years	2 years
SEATING GROUP (seat cushions, flip seat parts, etc)	2 years	1 years

- Warranty starts from the date of signing the bill of lading at the time of delivery to the end user and is valid for the period defined above
- Warranty excludes improper handling of equipment by the end user, abnormal wear and tear, and shipping damage not notated on the bill of lading during delivery
- Warranty covers parts and labor for the period defined above, excluding wear items such as tires, brakes, bulbs, bushings, and windshields, except for manufacturer defects
- Warranty for any **vehicles that are used for rental, taxi, excessive use applications, or harsh environments is six (6) months**
- STAR warrants its chassis and suspension components shall be free from defects in material or workmanship for four (4) years from the date of signing the bill of lading during delivery. Chassis and suspension components are defined as the structural frame of the vehicle, leaf springs and shocks, which does not include drive trains, roof supports, paint and corrosion
- The battery warranty covers free replacement due to manufacturer defects within 2 years from the date of signing the bill of lading at the time of delivery
- Warranty repairs may be performed by STAR EV dealers or by non-STAR EV dealers upon pre-approval by the STAR EV warranty department
- Warranty repair labor and transportation will be paid by STAR EV at the dealer’s standard rates upon pre-approval by the STAR EV warranty department

CLARIFICATIONS:

- All warranty claims shall be filed via the online warranty claim form, email, or by phone by the vehicle servicing center. STAR EV has up to 30 days to approve or deny warranty claims
- All non-conforming warranty parts should be held by the dealer for 30 days from the time of completed repairs. STAR EV may request the return of non-conforming parts. If the parts are not returned or deemed non-warrantable the dealer is responsible for the cost of freight and/or parts
- STAR EV will be responsible for the shipping cost of all warranty parts, including requested returned parts, once the claim is approved. Shipping is standard delivery; overnight shipping may be requested by the dealer at their expense



STAR EV
4 Year Limited Warranty
Effective 2/3/2020

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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. All replaced parts shall become property of STAR EV unless released by STAR EV. 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.

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 product 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 states 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 from state to state.

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 flipped seat to the car is the only exception that STAR EV agrees is covered under this warranty.

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

- The vehicle is in an accident or collision
- The vehicle or battery charger is abused or otherwise not used in its intended manner
- The vehicle shows indications that the programming 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
- The batteries have not been maintained in the required service intervals in accordance with the battery manufacture's maintenance procedures or charging records cannot be provided

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.