

12 Warranty

The ePropulsion limited warranty is provided for the first end purchaser of an ePropulsion product. Consumers are entitled to a free repair or replacement of defective parts or parts which do not conform with the sales contract. This warranty operates in addition to your statutory rights under your local consumer law.

12.1 Warranty Policies

ePropulsion warrants its products to be free of defects in material and workmanship for a limited period for non-commercial purposes since the date of purchase. Once a fault is discovered, the user has the right to make a warranty claim under the ePropulsion warranty policy.

Product	Warranty Expiration Date
Pod Drive 3.0	Two years after the date of purchase.
Repaired/Replaced Parts	Three months since the date of maintenance. Notes: 1. If the three-month period overlaps with the original warranty period, the warranty against these replaced or repaired parts still expires two years after the date of purchase. 2. If the three-month period exceeds the original warranty period, the warranty of the repaired or replaced parts expires by end of the third month since date of maintenance.




In order to validate the warranty, users are required to fill in the Warranty Card in the package in advance.




Keep the product label in an intact state and record the serial number on the label. Never tear the label off the product. An ePropulsion product without the original product label will not be applicable to warranty services provided by ePropulsion.



The warranty is valid only when the information is correct and complete.

 Free warranty is only validated upon the presentation of legal serial number, Warranty Card, and evidence of purchase from an authorized ePropulsion dealer.

 Valid date of purchase should be established by the first-hand purchaser with original sales slip.


 Free warranty is not transferable and will not be reissued.


12.2 Out of Warranty

Make sure the product is properly packed during delivery, the original ePropulsion package is recommended. If the product get further damage due to improper packing during delivery, the furtherly damaged part will be deemed as out of warranty coverage.

In addition, faults or damages caused by the following reasons are also excluded from warranty scope within the covered period:

- Any improper operation that contradicts the user manual.
- Accident, misuse, wishful abuse, physical damage overcharging or unauthorized repair.
- Dropping, improper care or storage.
- Used for commercial purposes.

 You should be noted that minor faults like normal wear and tear that pose no influence on the intended function of the product are also not covered by the warranty.


 Consumables are out of warranty scope.

12.3 Warranty Claim Procedures

If you find your product defective, you can make a claim to your dealer following below procedures:

1. Fill in Warranty Card correctly and completely in advance. Then make your warranty claim by sending it to your authorized ePropulsion service partner together with valid proof of purchase. Usually these documents are required when making a warranty claim: the Warranty Card, ex-factory serial number, and evidence of purchase.
2. Send the defective product to your authorized ePropulsion service point after getting the confirmation. Note that the label should be kept intact.

You can also deliver the product to your authorized ePropulsion dealer after getting confirmation.

3. The defective components or parts will be either repaired or replaced according to the diagnosis made by the ePropulsion authorized service partner.
 4. If your warranty claim is accepted, the equipment will be repaired or replaced free of charge. Note that any delivery cost incurred in the process is at your charge.
 5. After careful examination and confirmation by ePropulsion authorized dealer, the defective or faulty components will be repaired or replaced with brand new ones against the actual condition.
 6. In case your warranty claim be rejected, an estimated repair charge with round trip delivery cost will be sent for confirmation. ePropulsion authorized service point will conduct maintenance accordingly only after your confirmation.
-  If warranty expires, you can still enjoy maintenance services from authorized ePropulsion service partners with minimum maintenance charge.