

Ora新車 保用說明

A) 保用提供

世譽汽車(澳門)有限公司為其售出並且在澳門註冊的每輛Ora新車提供保用。

B) 保用期

Ora車廠為每輛新車提供為首七十二個月或首十五萬公里(以先到期者為準)的原廠保用，並附帶以下細則：

C) 保用生效日期

保用期於新車首次登記日起生效。

D) 保用範圍

新車的保用期為首七十二個月或首十五萬公里(以先到期者為準)。若汽車是在正常情況下操作，保用範圍包括損壞的零件、物料及維修費用，但若干「不受保用之事項」則不在保用範圍之列(請參閱F欄)。

E) 車主之應有責任

- 1) 世譽汽車(澳門)有限公司建議車輛在完成第一次免費保養服務後，最少每行畢六個月或一萬公里(以先到期者為準)，需接受定期維修檢查，讓車輛保持最佳駕駛狀態。任何由於未能對車輛進行維修而造成的損壞，相關維修的保用索賠可能會被拒絕。
- 2) 我們建議於保用期內，車輛所有的保養和維修服務交由世譽汽車(澳門)有限公司負責。任何由第三方服務提供商造成的損壞，相關維修的保用索賠可能會被拒絕。
- 3) 第三方提供的維修、保養或其他服務的相關費用都不予報銷。
- 4) 如需要定期維修或保用服務，必須出示本維修保用證明手冊。
- 5) 每次定期維修檢查後，車主必須確定維修中心的有關人員經已在定期維修保養服務紀錄表上簽署及蓋印。
- 6) 確保車輛每月至少為高壓電池充滿電一次。

F) 不受保用之事項

- 1) 所有定期檢查服務及一般性維修保養服務，包括(但不止於)制動系統及轉向輪角調校、輪胎平衡、檢查及調整各類部件所需之人工、零件及潤滑劑費用。
- 2) 損耗性零件包括(但不止於)濾隔、煞車墊片、燈泡、保險絲及雨刮器。
- 3) 所有因車輛使用不當、疏忽、或意外造成之損毀，例如(但不止於)：車輛儲存不當、用作賽車、超重負載、自行改裝、更改汽車規格、不適當調校或修理、採用非原廠或不合乎標準規格之零件、不合乎標準規格之充電器、擅加配件、及保養不當或缺乏正常適當保養而導致需要進行維修、替換零件或進行任何其他必須調整之費用。
- 4) 所有因車輛出現任何故障或毛病而導致的損失及有關意外而導致之費用，例如(但不止於)電話接駁、時間損失、拖車支出、商務損失或甚至其他不便之處，均不受保用之列。
- 5) 計程表之里數曾遭更改或與原本行程里數不符合之車輛所需之任何維修或零件更換費用。
- 6) 非由Ora車廠製造之改製車身，非原廠設備之特別用途車身，均由其製造商負責提供保用服務。
- 7) 因車主未能及時並按照維修說明和維修計劃(包括規定的維修間隔)進行適當維修，而造成的損壞的維修費用。

G) 保用細則

- 1) 主要部件
包括驅動馬達、電機控制器、真空泵、壓縮機、減速器、電動水泵和安全裝置(例如安全帶、防鎖煞車系統、安全氣囊)。
- 2) 純電動車高壓電池
Ora電動汽車電池保用期為首八年或首十五萬公里(以先到期者為準)，電池容量保持率為70%。
- 3) 12V電池
電池在正常使用情況下的保用期為首十二個月或首一萬公里(以先到期者為準)，缺陷以電池檢測儀的檢測結果為準。
- 4) 表層發銹及漆油剝落
在正常情況下(人為或天氣因素除外)，若由於物料變質或製車工序失當而引致車身表層發銹及漆油脫落，保用期為首七十二個月或首十五萬公里(以先到期者為準)。
- 5) 車身腐蝕穿孔
在正常情況下，若由於物料變質或製車工序失當而引致車身鐵殼腐蝕穿孔，保用期為首七十二個月或首十五萬公里(以先到期者為準)。

6) 附加設備

於交車前所安裝之附加設備，其保用期為首二十四個月或首五萬公里(以先到期者為準)。其他擅自安裝之配件及車身改裝均不在此保用之列。

7) 輪胎

Ora車廠為輪胎提供首十二個月或首一萬公里(以先到期者為準)的保用服務。

8) 制動墊片及蹄片

除非是物料缺陷會提供首六個月內或首五千公里內(以先到期者為準)的保用，否則煞車片將不受保用。

H) 正確的保養可使車輛經常保持最佳狀態

1) 新車交收前工序及檢定

在每輛Ora汽車送交到新車車主前，世譽汽車(澳門)有限公司早已依照廠方釐定的規格進行精確的新車檢查及試驗。此舉可確保Ora新車在運抵目的地後也能保持最佳狀態。

2) 免費保養服務*

新車車主可享有一次由世譽汽車(澳門)有限公司執行的免費保養服務，惟事前必須出示保用證明書。是項保養服務人工費用全免並且依照保養服務報告(Maintenance Service Report - Free Service)上的項目進行，而過濾器、玻璃水、損耗性零件、潤滑油、廢油處置費或因試車及檢修工序而需要耗用之電力，均一概由車主承擔。第三方提供的維修、保養或其他服務的相關費用將不予報銷。

*免費保養服務應在首三個月內完成。

3) 車輛定期檢查

要使車輛可靠，持久耐用，經常保持最佳之操作性能，並且提高車輛之易手價值，定期保養是不可缺少的。世譽汽車(澳門)有限公司建議車輛最少每行畢六個月或一萬公里(以先到期者為準)，需接受定期維修檢查，讓車輛保持最佳駕駛狀態。世譽汽車(澳門)有限公司以先進的設備、專業的技師及實惠的價格為閣下的Ora提供維修、檢查及測試服務。

而世譽汽車(澳門)有限公司所建議的維修時間表，正好為你的Ora汽車提供最有效及最經濟的維修保養服務。在惡劣的駕駛情況下，應酌量增加定期保養檢查的次數。倘若車主未能按照服務說明和維護計劃而正確地維護Ora汽車，便可能導致相關維修的保用索賠被拒絕。

I) 有何方法使你的Ora汽車免受腐蝕？

為使閣下座駕免受腐蝕，請時常勤加打理。以下建議更可令車身歷久常新：

1) 時常用清水及性質溫和的洗車清潔劑清洗車輛。

2) 請按照廠方的指示，使用優質車蠟。不正確的打蠟程序或使用劣質車蠟，可能導致車身上的光澤表面刮花受損，若有任何疑問，歡迎致電Ora維修中心查詢。

3) 若有昆蟲、焦油或其他類似物體積聚於車身上，應盡快清洗。

4) 應在有遮蔽之陰暗處進行清洗工作。

5) 每年請緊記將座駕交與Ora維修中心，為車身及底盤作定期檢查。

在特殊情況下，閣下應更小心打理座駕，以免汽車受到腐蝕：

1) 若在高鹽份或多塵的道路上行車，又或時常在海邊駕駛，最少應一個月清洗車底一次。

2) 車底及車門邊的去水孔及車邊裙腳應時常保持潔淨。

3) 若在車身塗漆上發現任何花痕或刮痕，應立即修補。

4) 若在沙石上行車，請在車輪後加上擋泥板或擋石板。

5) 若運載特別物品如化學原料、肥料、防水鹽等，請確定這些物品完全密封及包裝妥當。

6) 若閣下的座駕因意外或類似原因而使漆油或保護層遭受損壞，請盡快把車輛修理。有關的修理費用需由車主負責。

備注：

1) 保用細則如有更改，恕不另行通知。

2) 若中英文版本在文意上有差異，請以英文原文為準。



WARRANTY FOR NEW ORA VEHICLE

A) WARRANTOR

Future Motors (Macao) Limited (FML) warrants each new Ora vehicle sold by FML and registered in Macau.

B) WARRANTY PERIOD

Ora warrants each new vehicle for first 72 months or first 150,000 km (whichever comes first), with the following conditions:-

C) COMMENCEMENT OF WARRANTY

The warranty period commences on the date of first registration.

D) BASIC COVERAGE PERIOD

A new vehicle warranty is offered for the first 72 months or first 150,000 km (whichever comes first). The warranty covers defective parts, materials and workmanship during the period of warranty and only if the vehicle has been operated in normal conditions but not including those items listed under "What Is Not Covered" (Part F).

E) OWNER'S OBLIGATIONS

- 1) At FML, we strongly recommend your vehicle be serviced at least every 6 months or 10,000 km (whichever comes first) after completing the first one free maintenance service to maintain your vehicle in top driving condition. If damage is caused by failure to have the vehicle serviced, warranty claims for associated repairs may be rejected.
- 2) We recommend that maintenance and repair services for your vehicle be carried out by FML. If damage is caused by any third party service provider, warranty claims for associated repairs may be rejected.
- 3) No reimbursement will be made for repair, maintenance or other services provided by third parties.
- 4) Presentation of this Warranty Booklet is necessary whenever routine maintenance service or warranty service is required.
- 5) Ensure rectification (signature and chop) is made against each routine service check on the record form in the Warranty Booklet.
- 6) Ensure vehicle at least one fully charged for the high voltage battery every month.

F) WHAT IS NOT COVERED

- 1) The cost of labour, parts and lubricants where routine and general maintenance services are provided including (but not limited to) brake adjustments, wheel alignment and balancing, inspection and adjustment of linkages of various parts.
- 2) Wear and tear parts include (but not limited to) filter, brake pads, bulbs, fuses and wiper.
- 3) The cost of repair or replacement or other necessary adjustments arising out of misuse, neglect of, or accident to the vehicle including (but not limited to) improper storage, racing, overloading, modification, alteration, improper adjustments or repairs, the fitting of non-standard parts or parts not supplied by FML, add-on parts, the usage of non-standard fuel and improper or inadequate maintenance.
- 4) Any loss or damage such as, but not limited to, telephone calls, loss of time, towing, inconvenience, or commercial loss arising from any stoppage, breakdown or failure of the vehicle are not covered.
- 5) The cost of repair or replacement of parts in the case of a vehicle on which the odometer mileage reading has been altered or where the mileage of the vehicle cannot readily be ascertained.
- 6) Unauthorized body conversions and equipment, and special bodies not made by Ora are not covered by this warranty. They are covered separately by their makers.
- 7) The cost of repair of damage caused by any failure of the owner to perform proper maintenance promptly and in accordance with service instructions and maintenance schedule, including the specified service intervals.

G) COVERAGE DETAILS

- 1) Major Components
It includes electric drive motor, motor controller, vacuum pump, compressor, reducer, electrical water pump & safety devices (e.g. Seat Belts, ABS, Airbags).
- 2) Electric Vehicle Power Battery
The warranty period of electric vehicle power battery of the Ora vehicle is first 8 Years or first 150,000 km (whichever comes first), with battery capacity retention rate 70%.
- 3) 12V Battery
Warranty period of battery is first 12 months or first 10,000 km (whichever comes the first) under normal use and the defect shall be governed by detection results of battery tester.
- 4) Appearance corrosion (For exterior body panels behind A-Pillar)
Surface corrosion (visible red rust) caused by material or process problems on the exterior surface of the original vehicle body, or on the parts in the high/medium visible area of the secondary surface of the original vehicle body which occur in first 72 months or first 150,000 km (whichever comes first).
- 5) Perforation from corrosion
Perforation caused by corrosion of the body sheet metal of the original vehicle body due to material or process problems which occur in first 72 months or first 150,000 km (whichever comes first).

6) Accessories

Unless otherwise stated, accessories already installed during vehicle delivery are warranted for first 24 months or first 50,000 km (whichever comes first).

After-market accessories and body conversions are not covered by this warranty.

7) Tyre

Warranty period of tyre is first 12 months or first 10,000 km (whichever comes first). under normal use and quality problem shall be warranted.

8) Brake friction linings

It shall not be warranted except for material failure within first 6 months or first 5,000 km (whichever comes the first).

H) KEEP YOUR CAR IN TOP CONDITION WITH PROPER SERVICE

1) Pre-delivery Service and Inspection

Before delivering your Ora to your hands, FML has already performed specified factory approved services for inspecting and testing. This is done to assure top condition of your Ora after being shipped from the factory.

2) FREE Maintenance Services*

New car owners are entitled to 1 time FREE Maintenance Services with FML upon presentation of this Warranty Card. These maintenance services shall be performed accordance to the items listed in the Maintenance Service Report - Free Service with labour charge waived, whereas the costs of filters, windshield fluid, consumable parts, lubricants, waste disposal fee, electric power consumed for road testing and necessary rectification job (if any) to be borne by the owner. No reimbursement will be made for repair, maintenance or other services provided by third parties.

**Free service shall be performed in the first 3 months.*

3) Routine Maintenance Service

Proper maintenance will ensure maximum performance, greater reliability, longer life and higher resale value for your Ora. At FML, we strongly recommend your vehicle be serviced at least every 6 months or 10,000 km (whichever comes first) to maintain your vehicle in top driving condition. FML provides the most professional technicians and equipment to service, inspect and test your Ora during every maintenance service at a competitive rate.

The service schedule recommended represents the most effective maintenance for your Ora. More frequent service is required for severe driving conditions. Failure to properly maintain your Ora vehicle in accordance with service instructions and maintenance schedules could lead to warranty claims for associated repairs being rejected.

I) WHAT CAN YOU DO TO HELP PROTECT YOUR ORA AGAINST CORROSION ?

In order to help protect your vehicle against corrosion, it is important that you care for your vehicle regularly, following these suggestions:

1) Wash regularly using cold clean water and a mild vehicle wash soap.

2) Use only good quality vehicle wax according to manufacturer's instruction. Improper polish or poor quality wax may damage the delicate and soft original glossy car finish coating. When in doubt, please consult our Maxus service centre.

3) If insects, tar, or other similar deposits have accumulated on your vehicle, wash it as soon as possible.

4) Wash your vehicle in the shade.

5) Inspect the body and under carriage annually in our Ora service centre.

Under certain conditions, special care should be taken to protect your Ora against corrosion.

1) If you drive on salted or dust controlled roads, or if you drive near the ocean, wash up the under carriage at least once a month.

2) It is important that the drain holes in the lower edges of the doors and rocker panels be kept clear.

3) If you detect any stone chips or scratches in the paint, touch them up immediately.

4) If you do much driving on gravel roads, consider installing mud or stone shields behind each wheel.

5) If you carry special cargo, such as chemicals, fertilizers, de-icer salt, etc., be sure that such materials are well packaged and sealed.

6) If your Ora is damaged due to an accident or similar cause which destroys the paint and protective coating, have your vehicle repaired as soon as possible. The cost of such repairs is considered the responsibility of the owner.

Note:

1) All terms and conditions are subject to change without prior notice.

2) In case of any discrepancies between the Chinese and English text, please accept the English version as correct.