

SOLO

ELECTRAMECCANICA

WARRANTY MANUAL

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Welcome to the SOLO Family

Congratulations on buying your new SOLO. Your revolutionary, single-seat fully electric commuter vehicle is the latest bold idea from ElectraMeccanica, the company built on bold ideas. We're excited for you to discover the dependability and fun SOLO delivers to your everyday commute, not to mention the joy of escaping regular trips to the gas station. Thank you for joining us. Together, we can begin to change the way the world moves. It's going to be a great ride.

ElectraMeccanica Multiple Warranty Conditions

ElectraMeccanica Multiple Warranty Conditions
This Limited Vehicle Warranty contains terms and conditions that may vary depending on the part or system. Specific parts or systems are covered as defined in the following sections.

However, there are situations in which the Limited Vehicle Warranty may not cover a repair. One example could be an issue related to an uncertified mechanic or the vehicle's owner making a repair improperly. Though that issue may not be covered, the Warranty would remain in effect for all other components on the vehicle that were not affected by the improper repair. For a complete list of items not covered under warranty, see ["Limited Vehicle Warranty", page 3](#).

Registration

To get the benefits of the ElectraMeccanica Limited Vehicle Warranty and Limited Battery Warranty, you'll need to complete two steps:

- **Confirm your warranty:** Confirmation of your Warranty Registration is your proof of coverage. If you have not received your confirmation of warranty registration, please contact ElectraMeccanica at +1 888 457 SOLO (+1 888 457 7656).

Note: Your vehicle must be registered with ElectraMeccanica in order for Warranty coverage to be provided.

- **Maintain your warranty:** In order to maintain your Warranty, you need to bring your vehicle to an ElectraMeccanica Authorized Repair Facility for initial servicing when it has between 500 and 1,000 miles of use. The labor required for this service will be performed free of charge (except for consumables and small supplies). After completing these operations, the ElectraMeccanica Authorized Repair Facility will record the service in the EMV service data base indicating the date and exact odometer reading. Subsequent servicing, as defined in the Owner's Manual, maintains the warranty for the period specified upon vehicle delivery (See the service schedule in your Owner's Manual).

Limited Vehicle Warranty

- ElectraMeccanica's Limited Vehicle Warranty covers a period of three years or 36,000 miles from the date of purchase. The battery or battery pack is covered under a separate warranty.
- The Warranty only covers repairs performed by an ElectraMeccanica Authorized Repair Facility
- The Warranty includes replacement or repair of a defective part, including labor. Any needed part replacement will be made using new or remanufactured parts. The determination whether a component should be repaired or replaced will be made by an ElectraMeccanica Authorized Repair Facility.
- Any parts removed and replaced under this Warranty will become the property of ElectraMeccanica, except as prohibited under applicable state law.
- Items not covered by the Limited Vehicle Warranty:
 - a. Towing Fees
 - b. Modification to the vehicle or components other than repairs by an ElectraMeccanica Authorized Repair Facility or issues arising from service performed by anyone other than an authorized service provider.
 - c. Parts other than original ElectraMeccanica components, service components, or accessories or issues arising from parts other than original ElectraMeccanica components, service components or accessories (i.e. aftermarket parts).
 - d. Claims of defective design
 - e. Servicing operations including balancing and adjusting the wheels, headlight adjustment, lamp replacement, drive belt replacement, and parts required to maintain the vehicle including brake pads, brake discs, rotors, lubricants, and fluids.
 - f. The Limited Vehicle Warranty also does not cover breakdowns or damage resulting from:
 - i. Acts of Nature, abuse, accidents, theft, fire, sunlight, water contamination, vandalism, industrial fallout, acid, alkaline, chemical, resin, animal or insect droppings, road debris, salt, hail, storms, floods, lightning, and other environmental conditions;
 - ii. Failure to observe the service and maintenance requirements in the Owner's Manual;
 - iii. Improper servicing, component alignment, tension, adjustment by anyone other than an authorized service provider;
 - iv. Servicing outside the ElectraMeccanica network of authorized service providers;
 - v. Components or parts that have been altered structurally, modified, neglected, or any non-original ElectraMeccanica parts;

- vi. Use of lubricants, coolants, AC fluids other than those specified in the Owner's Manual;
 - vii. Operator error or abuse, including but not limited to racing, off-road driving, or overloading the vehicle, even temporarily;
 - viii. Modifications or tampering with the odometer or Vehicle Identification Number (VIN) labels.
- f. This warranty does not include coverage for consumable components, general wear items, or any parts exposed to friction surfaces, stresses, environmental conditions, and contamination or for which they were not designed or not intended, including but not limited to the following items:
- 12V battery
 - Brake components
 - Bushings
 - Circuit breakers/fuses
 - Clutches and components
 - Coolant hoses
 - Coolants
 - Drive belt
 - Filters
 - Hydraulic components and fluids
 - Light bulbs/sealed beam lamps
 - Lubricants
 - Sealants
 - Seat components
 - Suspension components
 - Wheels and tires

Used Vehicle Limited Warranty Transfer

The Limited Vehicle Warranty and Limited Battery Warranty may be transferred to a new owner within the warranty period so long as the change of ownership is registered with ElectraMeccanica. Transferring the warranty does not alter the length of time the vehicle is protected.

To register your SOLO with ElectraMeccanica, please contact ElectraMeccanica at +1 888 457 SOLO (+1 888 457 7656),

Parts Warranty

All replacement parts provided by ElectraMeccanica and installed by ElectraMeccanica or authorized service provider will carry a one-year warranty. This excludes parts damaged by misuse or normal wear.

ElectraMeccanica Limited Battery Warranty

The battery system components are designed for on-road driving conditions.

ElectraMeccanica's vehicle Limited Battery Warranty covers the repair or replacement necessary to correct defects in the materials or workmanship of the battery pack under everyday use for a period of five years or 45,000 miles from the date of vehicle purchase, whichever occurs first. This Warranty is void if the odometer or any VIN label is tampered with or modified.

If your battery pack requires warranty service, ElectraMeccanica will repair or replace the affected component(s). When replacing a component of a battery pack, ElectraMeccanica will ensure that the replacement battery's energy capacity is at least equal to the capacity of the replaced battery at the time of the failure.

Damage to the battery resulting from the following activities is not covered under this Warranty:

- Physically changing or damaging the battery, including the hardware and software (other than as specified in your Owner's Manual))
- Exposing the battery to direct flame
- Flooding of the battery pack or exposure to excessive water.

Over time and vehicle distance traveled, some customers may experience a gradual reduction of driving range due to capacity loss in the battery pack. This reduction is a standard characteristic of a rechargeable lithium-ion battery. It does not constitute a warranty condition or battery failure. Customers experiencing higher than expected reduction may contact a certified service provider to determine if the capacity is within normal parameters.

How To Request Warranty Services

If your SOLO requires warranty service, please take it to an ElectraMeccanica Authorized Repair Facility. The ElectraMeccanica Authorized Repair Facility will have a record of your warranty registration as long as you have received a confirmation of this registration from ElectraMeccanica.

Note: *The cost of transportation to and from the service provider is your responsibility.*

If the ElectraMeccanica Authorized Repair Facility does not address your concern to your satisfaction, call the ElectraMeccanica Customer Experience Center at:

+1 888 457 SOLO (+1 888 457 7656).

Please have the following information ready when you call:

- Your SOLO's vehicle identification number (located on the left side corner of the dashboard, under the windshield)
- Current odometer reading on your vehicle

An ElectraMeccanica customer relations representative will help you work with the ElectraMeccanica Authorized Repair Facility to find a satisfactory solution.

Legal Rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Owner's Responsibilities to Maintain Warranty

As the vehicle owner, you are responsible for performing the required maintenance listed in your Owner's Manual. ElectraMeccanica recommends that you retain all receipts covering maintenance on your vehicle. You are responsible for presenting your vehicle to an ElectraMeccanica Authorized Repair Facility as soon as you discover a covered issue.

If you have any questions regarding your warranty rights and responsibilities, you should contact:

- ElectraMeccanica, +1 888 457 SOLO (+1 888 457 7656)
- ElectraMeccanica Vehicles Corporation, 11647 Ventura Blvd, Studio City, CA 91604, USA

ElectraMeccanica Warranty Locations

To find an ElectraMeccanica Authorized Repair Facility, visit emvauto.com/service

Vehicle Service Inquiries

service@electrameccanica.com

+1 888 457 SOLO (+1 888 457 7656)



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