



**TAO MOTOR**

## **TAO MOTOR WARRANTY POLICY**

**Tao Motor provides parts warranty only.**

**Tao Motor does not pay for labor. Dealer or customer is responsible for labor.**

**Tao Motor does not reimburse or pay for labor or shipping charges .**

Tao Motor does not cover shipping damage. All shipping damages need to be filed with shipper. Shipping damage needs to be marked on the shipping BOL at time of delivery. The shipper is responsible for shipping damage including parts and labor.

Tao Motor requires all warranty parts claims to be submitted with Vin number, pictures of all damages and date of purchase before any warranty parts are shipped.

Tao Motor requires all local pick up customers to provide Vin number, pictures of all damages and or return the defective parts before any parts can be exchanged.

### **Tao Motor Warranty Policy for 2018**

Scooters are 180 days from the day of delivery to dealer.

Atvs, Dirt bikes, Go karts are 90 days from the day of delivery to dealer.

Electric ATV's and Dirtbikes are 30 days from the day of delivery to dealer.

**Warranty does not begin when the dealer sells the product.**

### **Tao Motor Non-Warranty Replacement Parts**

"Excluding shipping damage or manufacture defectives on brand new units still in the box."  
Standard wear and tear items such as - Brake pads , clutch's ,chains ,sprockets, batteries, air filters, cables, hydraulic lines-hoses, levers , shocks-springs, bushings, cvt belts.

Plastic body parts & components (color coordinated housings, etc.) including those simple scratches during shipping (only actual cracks and breaks will be replaced when shipping damage occurs)

### **Other Non-Warranty items**

Off road -Atv, dirt bike, go karts - shocks, springs, seat, light bulbs brake pads, tires , body plastic , brake levers ,clutch lever, axle, clutch, cables, frame, steering components, suspension components.

On Road –Scooter - cvt belt, clutch, variator, levers, bulbs, brake pads, body seat, kick start lever , front forks , wheels, tires, body plastic . Frame, cables, steering components, suspension components.

### **Tao Motor Warranty Replacement Parts**

Carburetor, Starter, Cdi, Flasher Relay, Voltage Regulator, Spark plug, Key switch, Electric start switch, Gas tank gas cap, Remote Alarm box, Throttle Cable harness, Light bulbs Speedometer, Brake assembly, Air filter, Intake manifolds, Muffler, Engine covers, Wheels, , Axle carrier, Sensors, hubs, bearings, horn, wire harness.

### **Warranty Engines**

Engine need to be sent to Tao Motor for inspection first, after Tao Motor determines engine has a factory defect we will repair or replacement engine assembly .

Dealer may do Warranty repairs to the engine with the approval of Tao Motor. Tao Motor will give any parts needed to repair engine. Tao Motor will ship parts free of charge as long as engine number, VIN number, date of purchase and pictures is provided from dealer.

Scooter 180 days, dealer or customer needs to pay for shipping one way.

Atv, dirt bike, go karts 90 days, dealer or customer needs to pay for shipping one way.

### **Frame**

When determine bad frame the unit needs to be sent in for inspection to Tao Motor. If determent the frame is manufacturer defect Tao Motor will replace the unit and ship a replacement unit free of charge.

### **Coverage Exclusions**

Warranty claims shall be filed in accordance with the provisions of the Tao Motor warranty policy explained before. Tao Motor shall not be liable for any loss of use of the engine, for any

alternative usage, for any damage to goods, loss of time, or inconvenience.

Warranty coverage shall also be excluded for any part which fails, malfunctions, or is damaged due to failure to follow the maintenance and operating instructions set forth in the Owner's Manual including, but not limited to:

- a) Use of parts which are not authorized by Tao Motor
- b) Improper installation, adjustment or repair of the engine or of any warranted part unless performed by an authorized warranty center
- c) Failure to follow recommendations on fuel use contained in the Owner's Manual
- d) Improper or inadequate maintenance of any warranted parts
- e) Repairs performed outside of the authorized warranty service dealers
- f) Alterations by changing, adding to or removing parts from the engine.

### **Service and Maintenance**

Component parts which are not scheduled for replacement as required maintenance or are scheduled only for regular inspection to the effect of "repair or replace as necessary" are warranted for the warranty period. Any warranted part which is scheduled for replacement as required maintenance is warranted for the period of time up to the first scheduled replacement point for that part. Any replacement part, provided it is equivalent in durability and performance, may be used in performance of maintenance or repairs. The owner is responsible for commissioning a qualified technician/mechanic to perform all required maintenance, as outlined in the Inspection, Cleaning, and Maintenance section in this manual.

### **Emissions Control System Warranty**

All Tao Motor Inc. dealers must warranty emission control system components free of charge to end users. This includes parts and labor. All fees associated with this repair will be paid by Tao Motor Inc. Please check owner's manual or Tao Motor Inc. website for the latest news on any recalls, updates to relevant regulations. If a recall is issued Tao Motor Inc, will notify all dealers and reregistered owners via E-Mail or letters by mail. When repairs are done, please attach sales receipt to this form and send to Tao Motor Inc. [2201 Luna Road., Carrollton TX. 75006](http://2201LunaRoad.com). or E-mail [service@taomotor.com](mailto:service@taomotor.com).

