

Warranty and Service Policy

1. NIU Vehicle warranty period

1.1 Parts which installed with the scooter

Category	Parts	Note	Period
Scooter Body	Front Alloy Rim, Steering Column, Front/Rear Shock Absorber, tires, Rear Fork	Natural Deformation, Fracture or other manufacturing defective	24 months
	Front/Rear Brake assembly, Paint parts, Plating parts, Handrail	Large area paint striping, fade, bubble, crack	
	Saddle, Side/Central Stands, Rear Foot Paddle	Natural Cracking, Fracture	
Electronics	FOC controller, Smart Controller (ECU), Dashboard, Throttle Handle, Main Harness, Horn, Remote/Immobilizer(Alarm), Flasher/Lamp control unit, Ignition Lock(including battery compartment lock and keys), BCS(Built-in)	Performance failure and Irreparable caused by defective product	24 months
	DC-DC converter		
	Combination switches, USB charger assembly, Cable Hall Sensor, Turning Signal lights, Headlight, Taillight, Brake Switch		
Motor	Motor	Missing Phase, Burned, Demagnetization	
Battery	Lithium Battery Pack	Only use the battery pack under operational environment after charged(charging temperature range 0°C~35°C, Operational environment temperature -10°C~ 45°C. battery capacity may decline under low temperature conditions, e.g. at -10°C total capacity decline to 70%, 85% at 0°C, 100% at 25°C) , should keep away from external impact. Warranty cover Abnormal Voltage, Recharge Failure, Total capacity decline below 60%(tested by Discharging equipment). in case of irreparable battery defects, battery will be replaced(factory refurbished)	24 months or 20,000km
Other Scooter Body	Frame, Handle bar	Natural Cracking, Sealing off, Fracture	24 months
Other Electronics	Charger, External BCS (Battery Control System)	Performance failure and Irreparable caused by defective product	
Other	Rear view mirrors, Brake pads, Brake discs, Side charging interface assembly, PP parts, pull cable, or other parts not included above	Wearing Parts	Not Covered

***Warranty start time**

-The warranty start time for the vehicles and for the parts is the end-user vehicle purchase date.

1.2 The spare parts which sold by independently

All the spare parts which are sold independently should be covered 12 months warranty period.

2. Parts warranty exclusion- what is NOT covered:

2.1. Any damage which results from neglect of the periodic maintenance specified by Niu International Co., Ltd. in owner's manual.

2.2. Any damage which results from repair, adjustment or maintenance operations by any method other than the method specified by Niu International Co., Ltd. in owner's manual and service manual.

2.3. Any damage which results from repair, adjustment or maintenance operations performed NOT by an authorized Niu International Co., Ltd. dealer.

2.4. Any damage which results from operation of the product at any place where no vehicle is driven ordinarily.

2.5. Any damage which results from misuse or use beyond the limitation or the intended purpose specified by Niu International Co., Ltd. or any damage due to use under abnormal conditions.

2.6. Any damage which results from use of parts or accessories not approved by Niu International Co., Ltd. or of non-genuine parts or hydraulic oil not recommended by Niu International Co., Ltd.

2.7. Any damage which results from operation, whether intentional or accidental, other than as specified in the Niu International Co., Ltd.

2.8. Any damage due to improper storage or transportation.

2.9. Any damage which results from force injure, such as fire, collision and theft.

2.10. Any damage which results from soot and smoke, rain, snow soaked, use of chemical, bird droppings, or corrosion by seawater, or natural wear and tear, sea breeze or salt.

2.11. Any damage due to aging such as color shading or fading of painted surface, deterioration of plated surface, deterioration of rubber and plastics or rusting.

2.12. Any product which has participated in a racing event, rally or competition or which has been used as a rental vehicle, postal service and express delivery.

2.13. Any product which has been re-modeled or modified.

2.14. Normal phenomena such as noise, vibration or oil seepage which are considered to be reasonable, and not to affect the quality, function of the product.

2.15. Damage or product failure caused by incorrect use of scooter, failed to follow user instruction, incorrect driving, maintenance or adjustment.