

Silence Warranty booklet and Maintenance log

EDITION 02/2025

SILENCE 



Vehicle and battery warranty

Delivery to buyer

This document is the basis for processing any warranty claims (warranty claims cannot be processed if the documents are not filled in properly or are incomplete):

VIN (Vehicle Identification Number)	Date of Delivery
Full name:	
Address:	
City/Town:	
Postcode:	
Country:	
Telephone / Mobile phone:	
e-mail:	Dealer Number

WARRANTY CONDITIONS

General

1. SCUTUM LOGISTIC, S.L., with domicile at c/ Còrsega 293, 08008 Barcelona, Spain ("SILENCE"), offers to its customers, through its technical service network, a warranty for its new vehicles which are registered and operated in the European countries where Silence's technical service network is present from time¹ on all their integral parts, during the terms that are legally required as per the national legislation of the country where the product is purchased (the "Warranty").
2. This term is two (2) years in most European countries and three (3) years in some of them, such as, for example, Spain or Sweden. As to the battery, SILENCE offers a three (3) year warranty or 360 charging cycles, whatever comes first. A charging cycle refers to the discharge and charge of 100% of the energy of the battery, which may take place totally or partially (for instance, a fully charged battery is discharged to 50% of its energy, then

recharged to 100% and finally discharged again to 50%; this would be considered 1 cycle).

motivated the repair or replacement in the first place.

3. During this warranty period (the "Warranty Period"), the technical service will repair or replace free of charge any defective part of the vehicle (in design, materials or workmanship), subject to the conditions and exceptions stipulated in the User Manual and in this Warranty Booklet, as necessary to bring the vehicle to conformity. To obtain a warranty service, you must take your SILENCE vehicle to a SILENCE Dealer or to a professional repairer at your expense. SILENCE or the relevant technical service shall determine the appropriate repair or replacement procedure considering the non-conformity at hand.
4. The repair or replacement of a part of the vehicle does not extend the original warranty of other components of the product. The repair or replacement operation shall only entail an extension of the warranty of the defective part or parts of six months (in most of the European countries) or 1 year (in a minority of them, such as Spain) since the product is handed back to the user, with regards to the lack of conformity that
5. Whenever any maintenance, mechanical work, repairs and overhaul of the vehicle is carried out within the warranty conditions described in (1) above, it is necessary to bring the maintenance log provided by SILENCE for this purpose, correctly completed, to the dealer or to the technical service where the maintenance shall be done.
6. Any repair or replacement shall be completed within a reasonable time and without any significant inconvenience to the consumer, taking account of the nature of the reparation, the technology of repairs and the availability of the parts needed thereto.
7. Any part replaced by another part shall become the rightful property of Silence.

¹ Silence has deployed or shall deploy technical services in the member states of the European Union, as well as United Kingdom, Norway, Ukraine, Andorra, Serbia, Moldova, 3

Montenegro, Bosnia and Herzegovina, Kosovo, North Macedonia, Iceland, Switzerland and Turkey. Please refer to

www.silence.eco to check whether SILENCE's network of official services is present in your country of residence.

- 8. SILENCE reserves the right to make modifications or improvements to its vehicles in order to improve their performance.
- 9. The network of official services that approved by SILENCE to perform any maintenance and technical is available at SILENCE's website (www.silence.eco).
- 10. The Warranty is in addition to any other rights of SILENCE's customers under their respective purchase contract and does not affect other legal rights.

Exclusions

- 11. The warranty does not cover:

- (a) Defects caused by materials supplied by the Purchaser itself.
- (b) Consumable parts: brake discs, fuses, tires, cables, grips, stickers, rubber parts, lubricants, etc.
- (c) Defects caused by a repair, adjustment, maintenance or any other procedure outside SILENCE's specifications, such as, for example, the installation of parts not approved by SILENCE.
- (d) Defects caused by the use of non-original spare parts, accessories, lubricants or other fluids which are not of equivalent nature and/or quality as the original ones.
- (e) Non-genuine SILENCE parts, accessories or other equipment.
- (f) Defects caused by converting or modifying the Vehicle.
- (g) Defects that are due to ageing or prolonged storage (change in paint shade, paint cracking or other damage).
- (h) Normal wear and tear resulting from use, such as battery wear, saddle wear, worn stands, etc., as well as normal deterioration of paint, trim or other cosmetic features.
- (i) Defects caused by a lack of maintenance as stipulated by SILENCE.
- (j) Damage due to improper transportation and storage.
- (k) Any mechanical work carried out by persons outside a technical service.
- (l) Damage caused by weather-related accidents, catastrophes, fire, collisions and/or traffic accidents, intentional damage, theft or damage resulting therefrom.
- (m) Damage caused by chemicals, animal excrement, saline water, salt or other similar materials.
- (n) Defects caused by improper use such as abnormal driving, participation in any type of competition, use on roads that are in a poor condition or hostile areas, not charging the battery periodically as stated in the user manual, etc.
- (o) Defects caused by negligence in having the vehicle repaired as quickly as possible since the defect arises.
- (p) Perceived sensations that do not affect the performance and operation of the vehicle such as motor noise, vibrations, looseness, etc.
- (q) When the Vehicle is fit for the use for which it is usually intended, and/or displays the quality and performance which are normal in such a vehicle, according to its nature and/or the representations made by SILENCE, or fits the description made by SILENCE.
- (r) When the non-conformity is based on a fact regarding which the Purchaser could not reasonably be unaware.
- (s) Costs arising from regular maintenance.
- (t) Financial compensation for the period of maintenance and repair, whether or not this is covered by the Warranty: loss of time, business losses, rental vehicle expenses, etc.

Specificities with regards to the battery

12. For a battery to be considered defective and, therefore, subject to warranty cover one of the following two conditions must be fulfilled:
 - (a) The voltage at the battery pack terminals, measured at full load condition and with a 10 Kohm resistor connected between its terminals, is less than 48V.
 - (b) The energy supplied by the battery to a charge absorbing a current equivalent to 1C (where C is the rated capacity of the battery), measured in the interval between a fully charged condition and a fully discharged battery condition under an ambient temperature of 25±3°C, is less than 70% of the rated capacity of the battery pack.
 13. Notwithstanding the fulfillment of any of the conditions described in points (a) and (b). above, the warranty shall not be effective if any of the following situations arise:
 - When the sealing label on the battery pack has been broken or torn.
 - When the elements that identify the battery pack and/or its components (serial numbers, identification labels, etc.) have been deleted, modified or altered.
 - When unauthorized personnel have performed any intervention
- (modification, repair, etc.) on the battery pack.

 - In case of use of chargers other than those supplied with the vehicle or as original spare parts.
 - In case of connection of the charger to an electrical network with characteristics (voltage and/or frequency) different from those specified in the user manual.
 - In case of unauthorized manipulation and/or modification of the vehicle's electrical and/or electronic system components (charger, BMS, engine drive, engine, electronic units and control units, control elements and sensors, protection elements - fuses, etc., relays and contactors, electrical installation, etc.) including the modification of the control programs or any configuration parameters (hardware and/or software) of any of these elements.
 - In case of mechanical damages produced by falls, blows, impacts, etc. affecting the battery pack box, the batteries inside it or the connection elements (cables, connectors, etc.).
 - In case the user does not respect the maximum times between charging operations as specified in the vehicle's user manual.
 - Defects resulting from the use of the vehicle with a discharged battery.

- Defects resulting from the use or storage of the vehicle (including charging operations) in environmental conditions (temperature, humidity) outside the operating ranges specified in the vehicle's user manual.
 - Defects due to the non-performance of the maintenance and/or servicing operations as specified by SILENCE.
 - Defects due to the installation or connection of any unapproved auxiliary electrical and/or electronic equipment that may result higher than the maximum expected current draw or interference with the electrical system and ECU.
 - Defects due to modifications to the body and/or structure of the vehicle that may modify the thermal and cooling conditions of the battery pack or any other electronic components of the system.
 - Defects due to unauthorized manipulation and/or modification of the vehicle's instrument panel.
14. The autonomy of the vehicle depends on multiple factors, including, but not limited to, the driving mode, the load carried, the traffic conditions or the operating temperature, among others. Therefore, the kilometers that can be covered by the vehicle in the interval between a fully charged battery pack and a discharged pack condition

cannot be considered a contractual commitment or a defect or a failure of the vehicle's battery to be covered by the warrant.

Maintenance

15. SILENCE vehicles are manufactured with the highest quality standards and technology. Nevertheless, in every vehicle programmed and incidental maintenance is essential for it to operate correctly and efficiently. Therefore, it is key for SILENCE customers to perform regular maintenance services as indicated in the users manuals of the vehicles, in accordance with the SILENCE recommended maintenance schedule exactly. In case of atypical, extreme or unusual weather, road conditions, vehicle usage, and/or driving habits, extra maintenance might be required. Defects caused by insufficient or incorrect maintenance will seemingly not be covered by the Warranty.
16. It is also necessary that SILENCE customers perform their periodical routine checks by themselves, as set forth in the user's manuals. Otherwise, defects that become apparent may be disregarded and deteriorate the vehicle's condition, which may entail Warranty exclusion.
17. It is strongly advised to have periodic maintenance performed by dealers or repairers in the SILENCE network, due to their knowledge of SILENCE products. The network of official services that approved by SILENCE to perform any maintenance and technical is available at SILENCE's website (www.silence.eco).
18. Parts and labour cost incurred in required or suggested maintenance service are not covered by the Warranty.
19. The maintenance log is meant to be used as an effective way to remember the maintenance checks that must be performed in the SILENCE vehicles. It will also allow SILENCE, the SILENCE dealer or repairer or the relevant technical service to keep track of the vehicle's condition and performance, which will, in turn, result in a higher resale value of the vehicle.

MAINTENANCE LOG

VIN (Vehicle Identification Number)		
BP ID (BP NUMBER)	Right	
	Left	

BP ID (BP NUMBER) REPLACED	BP ID (BP NUMBER) NEW	Date

Inspection No	Date	Odometer reading	Official Service signature
DATE OF VEHICLE REGISTRATION			
	 / /		
1st INSPECTION BEFORE	+3 months ↓		
	 / /	or 1.500 km	
	must be greater than ↓	must be greater than ↓	
INSPECTION INFO.			
1st NEXT INSPECTION BEFORE	+1 year ↓	+ 5.000 km	
	 / /	ó km	
	must be greater than ↓	must be greater than ↓	
INSPECTION INFO.			
2nd NEXT INSPECTION BEFORE	+1 year ↓	+ 5.000 km	
	 / /	ó km	
	must be greater than ↓	must be greater than ↓	
INSPECTION INFO.			
3rd NEXT INSPECTION BEFORE	+1 year ↓	+ 5.000 km	
	 / /	ó km	
	must be greater than ↓	must be greater than ↓	

Inspection No	Date	Odometer reading	Official Service signature
INSPECTION INFO.			
4th NEXT INSPECTION BEFORE	+1 year ↓	+ 5.000 km	
	 / /	ó km	
	must be greater than ↓	must be greater than ↓	
INSPECTION INFO.			
5th NEXT INSPECTION BEFORE	+1 year ↓	+ 5.000 km	
	 / /	ó km	
	must be greater than ↓	must be greater than ↓	
INSPECTION INFO.			
6th NEXT INSPECTION BEFORE	+1 year ↓	+ 5.000 km	
	 / /	ó km	
	must be greater than ↓	must be greater than ↓	
INSPECTION INFO.			
7th NEXT INSPECTION BEFORE	+1 year ↓	+ 5.000 km	
	 / /	ó km	
	must be greater than ↓	must be greater than ↓	

Inspection No	Date	Odometer reading	Official Service signature
INSPECTION INFO. / /			
8th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	
INSPECTION INFO. / /			
9th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	
INSPECTION INFO. / /			
10th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	
INSPECTION INFO. / /			
11th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	
INSPECTION INFO. / /			
12th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	
INSPECTION INFO. / /			
13th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	

Inspection No	Date	Odometer reading	Official Service signature
INSPECTION INFO. / /			
14th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	
INSPECTION INFO. / /			
15th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	
INSPECTION INFO. / /			
16th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	
INSPECTION INFO. / /			
17th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	
INSPECTION INFO. / /			
18th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	
INSPECTION INFO. / /			
19th	+1 year ↓ / / must be greater than ↓	+ 5.000 km ó km must be greater than ↓	

