

WARNING

- Metal parts, do not use acid/alkali and corrosive reagents to wipe, easy to corrode and rust.
- Metal parts, do not use solvent cleaners

Instructions for service

Time for service

The service interval is determined based on the time and mileage. Under normal circumstances, the service interval is determined by the mileage. However, time is also a decisive factor. Even if your car does not travel a lot every year, you should still maintain it regularly. In this case, time is the decisive factor. However, if your car travels a lot, the service interval depends on how far it travels.

The warranty will be void and your car may get damaged or faulty if you do not maintain it properly or at all. You will have to pay a high repair fee for that. When the service intervals are reached, a message will pop up on the instrument display to remind you. If this happens, contact Zeekr Service Center to make a service appointment.

The instrument display will show you prompts if the general service interval has passed and you have not maintained your car. It is important to maintain your car as soon as possible.

Intelligent service reminder

Zeekr intelligent driving analysis system will provide the most appropriate mileage for service based on driving condition and your personal driving habit. To keep your car in good condition, Zeekr advises you to follow the service schedule provided by the intelligent service system.

Where to go for maintenance/service

Regular service at Zeekr Service Center is important to keep your car in good condition. Zeekr has developed a complete service plan for your car.

No matter if the warranty is expired or not, Zeekr advises you to take your car to the Zeekr Service Center for maintenance and service. The Zeekr Service Center can satisfy all your service needs. The technicians at the Zeekr Service Center are professionally trained and are well-versed in the service and maintenance of vehicles.

Zeekr strongly recommends you to use genuine parts to maintain and service your car. Genuine parts are tested by Zeekr and its reliability and safety are ensured.

Service program

The following table lists the routine service items required for your car. In addition, the service technician may recommend more service programs, if necessary, after inspecting your car.

NOTE

- Zeekr recommends to have your car serviced and checked in the Zeekr Service Center every 20,000 km or 12 months (whichever comes first) for model X and 009, and every 40,000 km or 24 months (whichever comes first) for model 7X.

Maintenance and Service

Car systems	Service program	Service interval
Brakes	Brake fluid (a)	Every 24 months
Climate	Cabin filter element (a)	Every 12 months / Every 20,000 km for model X and 009
		Every 24 months / Every 40,000 km for model 7X
Cooling system	Coolant	Every 48 months
Driveline	Reducer lubricating oil	Every 40,000km

(a) In harsh driving conditions, the recommended service interval is half of the stated time and mileage in the regular driving conditions. For example, the brake fluid has to be replaced yearly if the car is driven in a humid or hilly region.

Special serious driving conditions

Examples of these factors include, but are not limited to:

- Driving for a short distance frequently.
- Driving in a dusty or sandy area.
- Frequently braking during driving.
- Driving on a road covered with salt.
- Driving in a hilly area.
- Driving with a tow speed frequently.
- Driving in an extremely cold or hot condition.

Energy storage and drive systems

The power battery, electric drive system, high voltage and low voltage charging system assembly of the Energy storage and drive are warranted for 96 months or 160,000 km (whichever comes first) from the date your car is delivered to you.

This warranty covers repairs needed to return the battery capacity to at least 70% (SOH $\geq$ 70%) of the original battery capacity. For vehicles with extended 2 years power battery warranty on top of 8 years manufacturer warranty, the power battery is warranted to at least 62% (SOH $\geq$ 62%) of the original battery capacity as at 10 years / 200,000 km (whichever comes first).

Car warranty

The warranty coverage has different warranty periods for the car, the parts/accessories, and the wear/tear parts.

Zhejiang ZEEKR Intelligent Technology Co., Ltd (thereafter referred to as Zeekr) only authorizes Zeekr Service Center to provide genuine repair service. All warranty repairs should be performed at Zeekr Service Center. Zeekr is not responsible for any consequences or loss caused by warranty repairs performed by any non-Zeekr certified third party. You shall assume responsibility for such consequences.

Warranty coverage

The warranty covers the parts that need repair when it left the manufacturing plant that is defective in material or manufacturing. You pay nothing for these repairs. Repair and adjustment covered by the warranty will be completed in the Zeekr Service Center, which along with the used parts and labour is free of charge. Any part replaced because of warranty becomes property of Zeekr.

Please allow enough time for the repair when you take your car to the Zeekr Service Center. The Zeekr Service Center will complete the repair and return your car as soon as possible.

For more details about warranty, please contact the Zeekr Service Center.

Parts and accessories warranty

Besides the car warranty, which applies to parts that came with the car when you bought it, you also have a separate warranty for genuine parts and accessories that you buy from Zeekr Service Center.

Zeekr recommends that you use genuine parts and accessories to maintain your car. The quality and safety of your car are assured by using only genuine parts.

Parts and accessories warranty period

The warranty of ZEEKR genuine parts and accessories (excluding wear and tear parts) sold by Zeekr Service Center or replaced at a customer's cost is for 24 months or 20,000 km (whichever comes first) from the issuance date of the purchase invoice.

Wear and tear parts warranty

Wear and tear parts warranty starts from the purchase invoice issue date and continues for the period as shown below:

Items	Parts	Warranty period (whichever comes first)
1.	Cabin filter element	6 months or 10,000 km
2.	Brake pad	6 months or 10,000 km
3.	Tires	6 months or 10,000 km
4.	Battery (12V)	12 months or 20,000 km
5.	Battery for remote control key	12 months or 20,000 km
6.	Bulb	6 months or 10,000 km
7.	Wiper blades	6 months or 10,000 km
8.	Fuse and conventional relays (excluding integrated control unit)	12 months or 20,000 km

Warranty Period (for non-commercial purpose)

You have car warranty for 60 months or 150,000 km, whichever is earlier, from the date your car is delivered to you.

Warranty Period (for commercial purpose)

You have car warranty for 12 months or 100,000 km, whichever is earlier, from the date your car is delivered to you.

Non-warranty coverage

Normal service

Unless they are performed as part of a warranty repair, services such as: cleaning and polishing, minor adjustments, lubrication, oil/fluid changes, cabin filter element changes, anti-freeze coolant changes, wheel alignment and tire rotation are not included in the warranty.

Factors beyond the manufacturer's control

Examples of these factors include, but are not limited to:

- Accidents and events that damage your Zeekr car such as collision, fire, theft, riot.
- Abuse of Zeekr cars, such as driving on curbs or other dangerous objects, overloading the car, racing, or failure to operate, use, maintain, or repair the car according to the requirements of this manual.
- Alteration, removal and installation, modification, tampering, rewiring on the Zeekr cars.
- Damage caused by the installation/use of any part that is not equivalent to the Zeekr genuine part in quality of material.
- Consumer induced damage caused by fluid spills, burns in carpet, seats, trim or other damage that is not considered a defect in material.
- Paint damages or defects caused by exposure to harsh environment or by installing an accessory.
- Damage caused by installing inappropriate tires (wrong size, etc.).
- Using cars for special purposes or conditions such as competitions, performances, experiments, military operations, etc.
- Car damage resulting from improper handling or not stopping the car use as instructed by this manual after a failure occurs.
- Car damage resulting from force majeure events, such as earthquake, flood, hail, gravel, storm, lightning, industrial smoke, radioactive substances, gum, acid rain, chemical gases or other chemicals in the atmosphere, corrosive substance, etc.
- Damage resulting from improper or criminal behaviour of the owner, car user, or any third party.
- Any direct or indirect failure or damage caused by a third party for repair.

Other exclusions

- Those regarded as service items or components.
- Replacement of consumable parts such as the oil, wiper blades, plugs, filters; The routine re-gassing of the air conditioning system.
- Adjustments or resets (wheel balancing, suspension, doors, etc.).
- Replacement of parts that are subject to normal Wear and Tear or parts which had reached the end of their expected service life, this includes but is not limited to: brake pads and linings, gasket, tyres, rubber mounts or bushes, shock absorbers, wheel bearings, C.V. boots and steering rack gaiters, ball joints, pipes & hoses, bulbs, dry

Extra expenses

The warranty does not cover any economic losses or additional expenses that are not required by national laws and regulations. This includes, but is not limited to, the following situations:

- Inconvenience caused
- Lodging, meals, or other travel expenses
- Car rental
- Car transport/storage
- Loss caused by unusable car
- Time cost
- Any other expenses or damage compensation

cell batteries, fuses and textiles (e.g. headlining, carpets and seat/backrest/armrest/head restraint covers).

- Normal noise, vibration, corrosion, wear and tear or deterioration (such as discoloration, fading, deformation or blur).
- Damage caused by the use of fluids or parts which are not genuine.
- Failure or Breakdown caused by an error or negligence of the user (e.g. non-compliance with the Manufacturer's instructions set out in the warranty and maintenance statement, including failure to carry out the prescribed maintenance.)
- Software updates.
- Vehicles that have had their vehicle identification numbers or mileage illegally altered or removed.
- Vehicle being declared a total loss, write off or theft.
- Vehicle no longer registered in Singapore.
- Consequential losses, including the costs incurred as a result of the Vehicle being off the road.
- Breakdown or towing not in Singapore.

Things to know about the warranty

Importance of proper care

You are responsible for following the instructions in the manual and servicing your car as required. You can avoid unnecessary repair costs by using and servicing your car according to the manual. This may help you get a better price when you decide to sell it.

Warranty and service records

Ensure that receipts for completed service work are kept. Keeping your receipts can help you prove that you have serviced your car regularly and that any failure is not caused by your negligence, but by a flaw in the material or the manufacturing process.

Production changes

Zeekr and Zeekr Service Center reserve the right to modify unsold cars at any time and have no obligation to make the same or similar modifications on cars sold before.

Pre-delivery inspection

Before your car left the factory, it was thoroughly inspected according to Zeekr specifications. In addition, Zeekr Service Center ensures the quality of every car before delivery and verifies the condition of the car with the owner at the time of delivery.

Warranty Service, other places

If you are away from your home or move to another city, you can visit any nearest Zeekr Service Center for service, maintenance and warranty. Please bring your service records, receipts and other such documents. Zeekr Service Center will continue to provide the best maintenance and service to your car.

Recycling

Recycling any parts of your car in the best possible way is good for the environment. When your car is no longer usable, you should take it to a recycling agency that is certified or approved.

Power battery

This warranty does not cover damage or failures resulting from or caused by;

- Physically or intentionally damaging the power battery, which results in reduced battery life.
- Opening the power battery casing or modifying, disassembling, removing, or adjusting the power battery without permission from Zeekr.
- Failure to charge the car as instructed in this manual.
- Use of incompatible charging equipment.

NOTE

- Normal wear and tear will cause the lithium-ion battery (power battery) to lose some of its capacity over time and with usage.

Warranty Period of Zeekr Vehicles

Items	Scope	Warranty Period (whichever comes first)
1.	Main car warranty (non-commercial use)	5 years / 150,000 km
2.	Main car warranty (commercial use)	1 year / 100,000 km
3.	Electric motor and controller	8 years / 160,000 km
4.	Traction battery	8 years / 160,000 km SOH $\geq 70\%$
5.	Traction battery with extended 2 years warranty on top of 8 years manufacturer warranty	SOH $\geq 62\%$ as at 10 years / 200,000 km
6.	Part warranty	2 years / 20,000 km
7.	Wear and tear items: - Cabin filter element - Brake pad - Tires - Bulb - Wiper blades	6 months / 10,000 km
8.	Wear and tear items: - Battery (12V) - Battery for remote control key - Fuse and conventional relays (excluding integrated control unit)	1 years / 20,000 km