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## OWNER INFORMATION

## OWNER INFORMATION

Owner/ Company			
Purchase date		Tel.	
Address			
Usage	<input type="checkbox"/> Family	<input type="checkbox"/> Official	<input type="checkbox"/> Commercial
Vehicle Delivery Information	Model: _____	Motor No.: _____	
	VIN: _____		
	First service:		
	Date: _____	Km: _____	
	After a thorough inspection, the vehicle is confirmed to be in excellent condition, with all necessary documents and tools present and accounted for. Vehicle delivery completed. Note:   Riddara authorised service centre Seal: Owner's signature:		

## LETTER TO OWNERS

# LETTER TO OWNERS

Dear owner,

Thank you for trusting RIDDARA, and choosing our safe, comfortable, powerful and economical vehicles. We look forward to bringing fun to your work and life with high-quality products and services.

To ensure the protection and continued excellent performance of your vehicle, it is essential that you carefully review this manual and the attached Owner's Manual. These resources will provide you with a better understanding of how to use RIDDARA automobile products, offer solutions to common issues you may encounter, and help you effectively protect your rights and interests.

If you find any issues during use, please contact an authorised service centre as soon as possible, which will provide you with quality service in terms of maintenance, repair and spare parts. Please be sure to carry out maintenance on schedule according to the Owner's Manual and service notes.

Please use genuine RIDDARA spare parts. Genuine spare parts are solely supplied to RIDDARA authorised service centres. The utilisation of non-genuine components has the potential to compromise vehicle safety and quality, irrespective of any approvals from pertinent national or regional authorities. RIDDARA doesn't bear liability or provide warranty for non-genuine spare parts, whether for substitution or installation purposes.

Having your vehicle properly serviced at specified intervals helps ensure that the vehicle is in optimal condition and has higher reliability and longer lifespan. Therefore, please have your vehicle serviced at an authorised service centre every 20000 km or every 12 months during the warranty period.

All information contained within this manual represents the latest data available at the time of publication and is applicable across all models within this vehicle series. However, specific features are subject to the actual configuration of the individual vehicle. In alignment with national laws and regulations, RIDDARA retains the right to modify the contents of this manual.

In the event of transferring ownership of the vehicle, it is imperative to concurrently provide the new owner with this manual.

Please note that any alterations made to the vehicle by the owner may impact its mechanical performance, safety capabilities, or overall lifespan. RIDDARA

## WARRANTY AND MAINTENANCE MANUAL

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disclaims any responsibility for resultant quality issues arising from such owner-initiated modifications.

Welcome your valuable advice on RIDDARA's quality and after-sales service.

Shandong Tangjun Ouling Automobile Manufacture C o., Ltd.  
July 2025

## WARRANTY SERVICE TERMS

# WARRANTY SERVICE TERMS

According to relevant laws and regulations, during the warranty period, Riddara authorised service centres will identify vehicle quality problems caused by material quality or manufacturing process and provide warranty services for customers accordingly to recover the function of vehicles and ensure their normal operation.

## I. Vehicle Warranty

1. 8 years or 200,000 km for warranty of the three electric systems (battery, motor and MCU), 5 years or 150,000 km for the whole vehicle warranty, and 3 years or 60,000 km for special parts warranty. The warranty periods commence from the date of issuance of the new vehicle purchase invoice. For detailed warranty coverage, please refer to the table below:

Item	Service intervals dependent on time / distance travelled, whichever comes first					
	Non-commercial Vehicles		Commercial Vehicles		Month	Km
	Month	Km	Month	Km		
Three Electric Systems	Motor, MCU, and high-voltage battery	96	200,000	96	200,000	
Whole Vehicle	The whole vehicle and the parts not specified in Warranty and Maintenance Manual	60	150,000	12	100,000	
Special Parts	Shock absorbers, rubber sleeves, ball joints, infotainment head units, paints, seals, glasses, bearings (hub bearings), rubber parts, cameras, sensors, actuators, and controllers	36	60,000	12	60,000	

Item		Service intervals dependent on time / distance travelled, whichever comes first			
		Non-commercial Vehicles		Commercial Vehicles	
		Month	Km	Month	Km
Wear ing parts	Batteries	12	20,000	12	20,000
	Tyres, brake pads, light bulbs, wipers, remote batteries, air conditioner filters, fuses, and general-purpose relays	3	5,000	3	5,000

## 2. Warranty periods for service fluids:

The time when the first "check or change" of service fluids is scheduled to happen is specified in the Service List herein. If the specified time has elapsed or the first "check or change" has been carried out, the warranty period will automatically conclude.

## II. Parts Warranty Principles

For genuine parts that are replaced at the user's expense or free of charge by RIDDARA, the following parts quality warranty applies:

(Definition of genuine parts: they are parts supplied or approved and inspected by RIDDARA.)

1. If a part is replaced with a genuine part at the owner's expense at an authorised service centre, the warranty for the replacement part is valid for 1 year or 20,000 km from the date of replacement (i.e., the date that the invoice issued by the service centre bears), whichever comes first.
2. If a part is replaced with a genuine part free of charge due to product quality issues during the period of vehicle warranty, the warranty for the replacement part is valid until the vehicle warranty expires.
3. If a part is replaced with a genuine part free of charge due to product recall after the expiry of the vehicle warranty, the warranty for the replacement part is valid for 1 year or 20,000 km from the date of replacement, whichever comes first.
4. If a wearing part (e.g., battery and tyre) in the warranty schedule is replaced with a genuine part at the owner's expense or by RIDDARA free of charge, the warranty for the replacement part is valid for 3 months or 5,000 km from the date of replacement, whichever comes first.

## III. Exclusion of Warranty

1. The existence of defects has been informed in writing;
2. Damages caused by owner's improper handling of product quality issues;
3. Damages caused by force majeure (e.g., accidents, fires, thefts, and riots);
4. Misuse of vehicles, such as driving on curbs or other dangerous objects, overloading, racing, or not following the instructions in the Owner's Manual;
5. Retrofitting or modifying the vehicle, tampering with vehicle data, or rewiring;
6. Damages caused by installing/using parts made of materials different from factory-fitted RIDDARA genuine parts;
7. Damages attributed to the owner, such as liquid spills, or burns to carpets, seats or interior trims, due to the owner's negligence, or damage caused by factors other than material defects;
8. Paint damage or defects caused by exposure to harsh environments or installation of accessories;
9. Damages caused by installing improper tyres (tyres with improper size, etc.);
10. Any direct or indirect malfunctions and damages caused by repairs performed by third parties other than our authorized service centres;
11. Unless otherwise provided by national laws and regulations, economic losses or additional costs are not covered by the warranty, including but not limited to the following examples:
  - Inconvenience incurred.
  - Accommodation, meals, or other travel expenses.
  - Vehicle rental.
  - Vehicle transportation/storage.
  - Losses incurred due to the inability to use the vehicle.
  - Losses in terms of time and associated costs.
  - Any other expenses or compensation for damages.
12. Damage or failure of the high-voltage battery due to the following reasons are not covered by the warranty:
  - Exposing the vehicle to an ambient temperature higher than 50°C for more than 15 days.
  - Storing the vehicle in an environment below -30°C for more than 15 days.
  - Allowing the vehicle to remain unused for over 15 days when the high-voltage battery is fully or nearly depleted.

- Physical or intentional damage to the high-voltage battery resulting in a shortened battery lifespan.
- Failure to follow the correct charging steps specified in the Owner's Manual.
- Using incompatible charging equipment.
- Repairing the high-voltage battery or opening its enclosure without authorisation of Riddara.
- Gradual reduction in battery capacity over time, which is not covered by the warranty.

In order to avoid liability disputes, owners should be reminded of the following matters:

- Failure to adhere to maintenance requirements outlined in the Owner's Manual or this manual, including not having your vehicle periodically serviced at authorised service centres, may lead to liability disputes.
- Failure to replace the odometer at an authorised service centre or confirm the mileage may cause liability disputes. It is recommended to replace the odometer at an authorised service centre, and ask the service centre to make a record and affix its official seal in the Proof of Odometer Replacement herein.
- If you intentionally alter the original condition of your faulty vehicle, resulting in unidentifiable malfunctions or deceptive behaviour, this may lead to liability disputes.
- Riddara will assume no liability for any personal injury or property damage (including fires, accidents, fatalities, etc.) arising from modifications or additions carried out without Riddara's permission, including changes to the vehicle structure or electrical circuits, and additions of non-genuine accessories.

## IV. Warranty Service Rules

1. Throughout the vehicle warranty period, RIDDARA and our network of authorized service centres are relieved of any warranty obligations concerning quality issues that arise under the following circumstances:
  - (i) The user has been informed in writing of a defect in the automotive product purchased;
  - (ii) Where the instruction manual expressly states that refit, adjustment or disassembly is not permitted, the owner proceeds to make unauthorized changes, resulting in damage;

## WARRANTY AND MAINTENANCE MANUAL

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- (III) Damages caused by owner's improper handling of product quality issues;
- (IV) Damage incurred due to the user's failure to adhere to the proper usage, maintenance, and repair procedures as outlined in the Owner's Manual;
- (V) Damage caused by force majeure.

### 2. Additional Provisions

- (1) During the warranty period promised by Riddara, you should strictly observe the operation and maintenance instructions in this manual and the Owner's Manual.
- (2) In the event of a vehicle malfunction during use, only the company's authorized service centre is entitled to process quality warranty claims. Should a malfunction occur, the user is advised to promptly visit the company's authorized service centre for repairs or to contact the service centre without delay for assistance.
- (3) The period of vehicle warranty starts from the invoice date. When requesting a warranty service, please present the purchase invoice issued by our authorised service centre. Failure to do so may affect the warranty service for your vehicle.
- (4) The warranty services include replacement of or repair on damaged parts according to technical requirements. RIDDARA and the company's authorised service centres have the right to decide to repair or replace parts as the case may be.
- (5) The labour hours and material costs incurred in the warranty service are covered by RIDDARA.
- (6) The parts replaced during maintenance remain the property of RIDDARA.

## SERVICE NOTES

**SERVICE NOTES**

1. You must have your vehicle serviced at an authorised service centre every 12 months or 20000 km, whichever comes first. For the specific service items, please refer to relevant chapters of this manual and the Owner's Manual.
2. Receiving interval services is a necessary prerequisite to ensure the normal operation of your vehicle. Ignoring the notes here may lead to disputes concerning warranty coverage.

## SERVICE LIST

**SERVICE LIST**

S/N	Item	Jobs	Service intervals dependent on time / distance travelled
1	Appearance of high-voltage battery	① Check whether the battery pack enclosure has scratches, corrosion, deformation, damage, etc. ② Check whether the balance ventilation valve is intact and free of damage. ③ Check whether the high and low-voltage wiring harnesses and plugs/sockets are damaged.	
2	Failure Detection	Use diagnostic tools to clear historical failures and read current failures.	
3	Performance of MCU	Use diagnostic tools to read whether there is a fault.	
4	Appearance of Motor	Clean the outside of the motor case to ensure no water stains and dirt, and check whether there is interference or wear between incoming power lines and surrounding parts.	Every 12 months or 20,000 km
5	Reducer Lubricant	① Check for leakage ② Maintenance-free	
6	Appearance of High-voltage Auxiliary Driving Controller	Check whether there is foreign material in the charging port, and whether the internal metal hole is intact.	
7	Washers, wipers, and washer fluids	Check the wipers or washers (cleaning degree of wipers). If necessary, replace the wiper, add the washer fluid, and/or adjust the nozzle.	
8	Brake System	① Check the brake fluid level. If it is insufficient, add DOT4 brake fluid that complies with GB12981 standards. ② Check the brake system. Adjust if necessary or replace the brake pad or	

S/N	Item	Jobs	Service intervals dependent on time / distance travelled
		disc as necessary.  Brake fluid must be changed every 2 years or 40,000 km. For vehicles used under especially severe conditions, it should be changed every year or 20,000 km.	Every 2 years or 40,000 km
9	Steering	① Check the steering shaft and dust cover. ② Check the track-rod-end ball joint and dust cover. ③ Check the functionality of power steering.	Every 12 months or 20,000 km
10	Tyres	① Check whether the tyre inflation pressure is within the normal range specified in the Owner's Manual. ② Check the tyre tread depth, and replace the tyre if necessary.	Every 12 months or 20,000 km
11	Transmission and Suspension	① Check or tighten the wheel bearings. ② Check the front and rear suspension. ③ Check the drive shaft and dust cover. ④ Check the wheel rims and torques. ⑤ Check the shock absorbers and springs.	Every 12 months or 20,000 km
12	Air Conditioning System	① Check whether the air conditioning system functions properly, and whether there are leaks, abnormal noises, etc. in the air conditioning lines and compressors. ② Replace the filter element of the air conditioning system.	Every 12 months or 20,000 km
13	Coolant change	Every 4 years or 80,000 km (or depending on actual needs)	Every 4 years or 80,000 km

## WARRANTY AND MAINTENANCE MANUAL

The recommended service intervals for vehicles used under severe operating conditions are half of the specified service intervals (dependent on time / distance travelled) for vehicles under normal operating conditions. For example, if your vehicle is used in mountainous or humid areas, the brake fluid should be changed every year. Severe conditions include:

- Driving in dusty or sandy areas.
- Driving in freezing (below 0°C) or hot (above 40°C) environments.
- Driving in humid environments or often driving through water.
- Driving on roads constructed of highly saline or corrosive materials.
- Often driving at low speeds, frequent braking, or driving in mountainous areas.
- Usage for operational activities, or frequent usage for special purposes such as high-load applications.
- Usage in automobile races or competitions.

## PROOF OF INTERVAL SERVICE

## PROOF OF INTERVAL SERVICE

It is suggested that the basic services be charged for at a rate of 2 man-hours per vehicle, and the material costs be charged for the actual consumption of materials.

Interval service	Interval service
Current service carried out on: ____(month)____(day), ____(year)	Current service carried out on: ____(month)____(day), ____(year)
Current service carried out at: ____KM	Current service carried out at: ____KM
Next service scheduled on: ____(month)____(day), ____(year)	Next service scheduled on: ____(month)____(day), ____(year)
Next service scheduled at: ____KM	Next service scheduled at: ____KM
Signature/Seal of Riddara Authorised Service Centre:	Signature/Seal of Riddara Authorised Service Centre:

Interval service	Interval service
Current service carried out on: ____(month)____(day), ____(year)	Current service carried out on: ____(month)____(day), ____(year)
Current service carried out at: ____KM	Current service carried out at: ____KM
Next service scheduled on: ____(month)____(day), ____(year)	Next service scheduled on: ____(month)____(day), ____(year)
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Signature/Seal of Riddara Authorised Service Centre:	Signature/Seal of Riddara Authorised Service Centre:

Interval service	Interval service
Current service carried out on: ____(month)____(day), ____(year)	Current service carried out on: ____(month)____(day), ____(year)
Current service carried out at: ____KM	Current service carried out at: ____KM
Next service scheduled on: ____(month)____(day), ____(year)	Next service scheduled on: ____(month)____(day), ____(year)
Next service scheduled at: ____KM	Next service scheduled at: ____KM
Signature/Seal of Riddara Authorised Service Centre:	Signature/Seal of Riddara Authorised Service Centre:

# WARRANTY AND MAINTENANCE MANUAL

<p>Interval service</p> <p>Current service carried out on: ____(month)____(day), ____(year)</p> <p>Current service carried out at: _____KM</p> <p>Next service scheduled on: ____(month)____(day), ____(year)</p> <p>Next service scheduled at: _____KM</p> <p>Signature/Seal of Riddara Authorised Service Centre:</p>	<p>Interval service</p> <p>Current service carried out on: ____(month)____(day), ____(year)</p> <p>Current service carried out at: _____KM</p> <p>Next service scheduled on: ____(month)____(day), ____(year)</p> <p>Next service scheduled at: _____KM</p> <p>Signature/Seal of Riddara Authorised Service Centre:</p>
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Interval service	Interval service
Current service carried out on: ____(month)____(day), ____(year)	Current service carried out on: ____(month)____(day), ____(year)
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Interval service	Interval service
Current service carried out on: ____(month)____(day), ____(year)	Current service carried out on: ____(month)____(day), ____(year)
Current service carried out at: ____KM	Current service carried out at: ____KM
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Next service scheduled at: ____KM	Next service scheduled at: ____KM
Signature/Seal of Riddara Authorised Service Centre:	Signature/Seal of Riddara Authorised Service Centre:

# WARRANTY AND MAINTENANCE MANUAL

<b>Interval service</b>	<b>Interval service</b>
Current service carried out on: ____(month)____(day), ____(year)	Current service carried out on: ____(month)____(day), ____(year)
Current service carried out at: _____KM	Current service carried out at: _____KM
Next service scheduled on: ____(month)____(day), ____(year)	Next service scheduled on: ____(month)____(day), ____(year)
Next service scheduled at: _____KM	Next service scheduled at: _____KM
Signature/Seal of Riddara Authorised Service Centre:	Signature/Seal of Riddara Authorised Service Centre:

<b>Interval service</b>	<b>Interval service</b>
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<b>Interval service</b>	<b>Interval service</b>
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Current service carried out at: _____KM	Current service carried out at: _____KM
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Next service scheduled at: _____KM	Next service scheduled at: _____KM
Signature/Seal of Riddara Authorised Service Centre:	Signature/Seal of Riddara Authorised Service Centre:

## PROOF OF ODOMETER REPLACEMENT

## PROOF OF ODOMETER REPLACEMENT

Original reading: \_\_\_\_\_ KM

Fault cause: \_\_\_\_\_

Service result: \_\_\_\_\_

Service date: \_\_\_\_\_

Signature/Seal of Riddara  
Authorised Service Centre:

\_\_\_\_\_

Original reading: \_\_\_\_\_ KM

Fault cause: \_\_\_\_\_

Service result: \_\_\_\_\_

Service date: \_\_\_\_\_

Signature/Seal of Riddara  
Authorised Service Centre:

\_\_\_\_\_

Original reading: \_\_\_\_\_ KM

Fault cause: \_\_\_\_\_

Service result: \_\_\_\_\_

Service date: \_\_\_\_\_

Signature/Seal of Riddara  
Authorised Service Centre:

\_\_\_\_\_

Original reading: \_\_\_\_\_ KM

Fault cause: \_\_\_\_\_

Service result: \_\_\_\_\_

Service date: \_\_\_\_\_

Signature/Seal of Riddara  
Authorised Service Centre:

\_\_\_\_\_

## WARRANTY AND MAINTENANCE MANUAL

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Original reading: \_\_\_\_\_ KM

Fault cause: \_\_\_\_\_

Service result: \_\_\_\_\_

Service date: \_\_\_\_\_

Signature/Seal of Riddara  
Authorised Service Centre:

\_\_\_\_\_

Original reading: \_\_\_\_\_ KM

Fault cause: \_\_\_\_\_

Service result: \_\_\_\_\_

Service date: \_\_\_\_\_

Signature/Seal of Riddara  
Authorised Service Centre:

\_\_\_\_\_

Original reading: \_\_\_\_\_ KM

Fault cause: \_\_\_\_\_

Service result: \_\_\_\_\_

Service date: \_\_\_\_\_

Signature/Seal of Riddara  
Authorised Service Centre:

\_\_\_\_\_

Original reading: \_\_\_\_\_ KM

Fault cause: \_\_\_\_\_

Service result: \_\_\_\_\_

Service date: \_\_\_\_\_

Signature/Seal of Riddara  
Authorised Service Centre:

\_\_\_\_\_