

Chariot360 – Warranty & Support Policy

(Enterprise / Security / Industrial Deployments)

1. Purpose & Scope

This document defines the warranty, service, and support framework for **Chariot360 micro-utility mobility platforms** deployed in **industrial, security, warehouse, and campus environments**.

The objective is to ensure **operational reliability, rapid response, and transparent risk boundaries**, particularly during pilot evaluations and early-stage deployments.

2. Pilot Phase Warranty & Support (Included)

Pilot Duration:

- Typically **30–90 days**, as mutually agreed

Pilot Coverage:

- Full functional support of deployed units
- Repair or replacement of covered components due to manufacturing defects
- Priority service response
- No-cost replacement parts for covered defects
- Temporary swap unit provided if downtime exceeds agreed thresholds

Response Commitment:

- Initial response within **24–48 hours**
- Resolution prioritized over administrative process

During the pilot phase, Chariot360 assumes full responsibility for ensuring uninterrupted evaluation and performance.

3. Standard Warranty Coverage (Post-Pilot)

3.1 Mechanical Components

Warranty Term: 12 months

Covers manufacturing defects or failures in mechanical components, including:

- Frame integrity
 - Suspension (in most cases)
 - Braking system (excluding normal wear items)
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3.2 Electrical & Water-Resistant Components

Warranty Term: 360 days

Covers manufacturing defects in:

- Motor
- Controller
- LCD screen, dashboard, and controls
- Throttle
- Electrical wiring
- Water-resistant components under **normal operating conditions**

Water damage caused by immersion, flooding, or improper exposure is excluded.

3.3 Battery & Charger Coverage

Battery and charger components are subject to:

- **12 months warranty** depending on model and configuration
- Coverage applies only to manufacturing defects
- Normal capacity degradation is excluded

Typical battery lifespan:

- **3–4 years or 1000–2000 charge cycles**, outside warranty scope
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4. What the Warranty Covers

The Chariot360 warranty applies to **manufacturing defects only**, including:

- Motor failure not caused by misuse
- Controller malfunction under normal operation
- Electrical failure unrelated to water ingress
- Structural defects in covered components

Example:

If a Chariot360 unit fails to power on within the covered period and has been properly maintained and operated, repair or replacement of the defective component will be provided.

Chariot360 evaluates warranty claims using industry expertise and good-faith assessment, and is committed to resolving valid claims fairly

5. What the Warranty WILL ALSO Cover

The following are excluded from warranty coverage:

- Flat tires
- Wheels
- Wear-and-tear items (fenders, rubber or plastic covers)
- Surface or cosmetic damage
- Seats, baskets, and accessories
- Missing screws, nuts, or bolts
- Damage caused by impact, abuse, or improper storage

6. Warranty Void Conditions

Warranty coverage is void if damage results from:

6.1 Water Damage

- Water ingress into the battery or internal electronics in flood.
- Riding in flooding conditions.

6.2 Modifications

- Rewiring or overvolting
- Custom firmware
- Non-approved accessories
- Motor or controller alterations

Minor adjustments (e.g., brake tuning, cosmetic decals) do not void warranty.

6.3 Overloading & Improper Use

- Exceeding rated weight limits
 - Carrying multiple riders
 - Performing stunts, curb drops, or off-design maneuvers
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7. Warranty Claim Process

To submit a warranty claim:

1. Contact Chariot360 support via designated channel
2. Provide description of issue with photos or video
3. Follow repair or replacement instructions provided

Shipping costs may apply depending on claim type and location.

8. Service & Support Commitment

Chariot360 prioritizes **uptime and response** over paperwork.

Support includes:

- Defined response SLAs
- Direct escalation contact
- Repair, replacement, or swap-unit resolution
- Coordination with site operations

This service model is designed to minimize operational disruption.

9. Optional Extended Coverage (Years 2–3)

Extended coverage may be offered after Year 1 based on:

- Usage profile
- Operating environment

- Maintenance history

Extended coverage options may include:

- Continued component coverage
- Preventive maintenance support
- Priority service response
- Replacement or refurbishment programs

Extended coverage is offered as an option, not a default entitlement.

10. Liability & Use Disclaimer

Chariot360 units are **operational mobility platforms**, not medical devices or emergency vehicles. Warranty obligations are limited to equipment performance as defined in this document.

11. Guiding Principle

Chariot360's warranty philosophy is built on:

- Pilot-first validation
- Clear accountability
- Fast response
- Transparent limits
- Performance-based scaling