

***SOLO***

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ELECTRAMECCANICA

**WARRANTY MANUAL**



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## ElectraMeccanica

At ElectraMeccanica, we marry bold ideas with elegant design to create thrilling new ways to move people responsibly. Your new single-seat, three-wheeled SOLO is a bold new idea in personal transportation, providing an elegant solution to the challenges facing today's urban driver.

Your SOLO is artfully engineered, through quality design and materials, to provide thrills and deliver you dependability for your everyday journey. Thank you for joining us as we begin to change the way the world moves, one seat at a time.

## ElectraMeccanica Multiple Warranty Conditions

This Limited Vehicle Warranty contains terms and conditions that may vary depending on the part or system. Specific parts or systems are covered as defined in the following sections of this Limited Vehicle Warranty.

Additionally, there are situations in which the Limited Vehicle Warranty may not cover a repair; for example, due to an improper repair conducted by an uncertified mechanic or the vehicle's owner. The Limited Vehicle Warranty would remain in effect for all other components on the vehicle that were not affected by the improper repair. For a complete list of items not covered under the Limited Vehicle Warranty, see [“Limited Vehicle Warranty”, page 3](#).

## Registration

The following is required to benefit from the ElectraMeccanica Limited Vehicle Warranty and Limited Battery Warranty:

- Confirmation of your Warranty Registration will be your proof of coverage. If you have not received your confirmation of warranty registration, please contact ElectraMeccanica:

+1 888 457 SOLO (+1 888 457 7656), or visit

[electrameccanica.com/warranty](http://electrameccanica.com/warranty)

**Note: No warranty coverage will be provided unless your vehicle is registered with ElectraMeccanica.**

- To maintain the warranty: You are required to present your vehicle between 500 and 1,000 miles to an ElectraMeccanica Authorized Repair Facility for initial servicing. The labor required for checking, adjusting, and tightening components planned by the manufacturer will be performed free of charge (except consumables and small supplies). After completing these operations, the ElectraMeccanica Authorized Repair Facility will record the service in the EMV service data base indicating the date and exact odometer reading. Subsequent servicing, as defined in the Owner's Manual, maintains the warranty for the period specified upon vehicle delivery (See the service schedule in your owner's manual).

## Limited Vehicle Warranty

- ElectraMeccanica's Limited Vehicle Warranty covers a period of three years or 36,000 miles from the date of purchase but does not apply to the battery or battery pack.
  - The Limited Vehicle Warranty does not cover towing fees.
  - The Limited Vehicle Warranty does not cover repairs not performed by an ElectraMeccanica Authorized Repair Facility.
  - The Limited Vehicle Warranty includes replacement or repair of a defective part, including labor. Any needed part replacement will be made using new or remanufactured parts. The determination whether a component should be repaired or replaced will be made by an ElectraMeccanica Authorized Repair Facility.
  - Any parts removed and replaced under the Limited Vehicle Warranty will become the property of ElectraMeccanica, except as prohibited under applicable state law.
  - Items not covered by the Limited Vehicle Warranty:
    - a. Modification to the vehicle or components other than repairs by an ElectraMeccanica Authorized Repair Facility or issues arising from service performed by anyone other than an authorized service provider.
    - b. Parts other than original ElectraMeccanica components, service components, or accessories or issues arising from parts other than original ElectraMeccanica components, service components or accessories (i.e. aftermarket parts).
- c. The Limited Vehicle Warranty does not cover claims of defective design.
  - d. Servicing operations, including balancing and adjusting the wheels; and headlight adjustment, lamps, drive belt replacement, parts required to maintain, brake pads, brake discs, rotors, lubricants, and fluids.
  - e. The Limited Vehicle Warranty also does not cover breakdowns or damage resulting from:
    - i. Acts of Nature, abuse, accidents, theft, fire, sunlight, water contamination, vandalism, industrial fallout, acid, alkaline, chemical, resin, animal or insect droppings, road debris, salt, hail, storms, floods, lightning, and other environmental conditions;
    - ii. Failure to observe the service and maintenance requirements in the Owner's Manual;
    - iii. Improper servicing, component alignment, tension, adjustment by anyone other than an authorized service provider;
    - iv. Servicing outside the ElectraMeccanica network of authorized service providers;
    - v. Components or parts that have been altered structurally, modified, neglected, or any non-original ElectraMeccanica parts;

- vi. Use of lubricants, coolants, AC fluids other than those specified in the Owner's Manual;
  - vii. Operator error or abuse, including but not limited to racing, off-road driving, or overloading the vehicle, even temporarily;
  - viii. Modifications or tampering with the odometer or Vehicle Identification Number (VIN) labels.
- f. This warranty does not include coverage for consumable components, general wear items, or any parts exposed to friction surfaces, stresses, environmental conditions, and contamination or for which they were not designed or not intended, including but not limited to the following items:
- 12V battery
  - Brake components
  - Bushings
  - Circuit breakers/fuses
  - Clutches and components
  - Coolant hoses
  - Coolants
  - Drive belt
  - Filters
  - Hydraulic components and fluids
  - Light bulbs/sealed beam lamps
- Lubricants
  - Sealants
  - Seat components
  - Suspension components
  - Wheels and tires

## ElectraMeccanica Limited Battery Warranty

The battery system components are designed for on-road driving conditions.

ElectraMeccanica's vehicle Limited Battery Warranty covers the repair or replacement necessary to correct defects in the materials or workmanship of the battery pack under everyday use for a period of five-years or 45,000 miles from the date of vehicle purchase, whichever occurs first. This Limited Battery Warranty is void if the odometer or any VIN label is tampered with or modified.

If your battery pack requires warranty service, ElectraMeccanica will repair or replace the affected component(s). When replacing a component of a battery pack, ElectraMeccanica will ensure that the replacement battery's energy capacity is at least equal to the capacity of the replaced battery at the time of the failure.

Damage to the battery resulting from the following activities is not covered under this Limited Battery Warranty:

- Physically changing or damaging the battery, including the hardware and software (other than as specified in your Owner's Manual)
- Exposing the battery to direct flame or,
- Flooding of the battery pack or exposure to excessive water.

Over time and vehicle distance traveled, some customers may experience a gradual reduction of driving range (capacity loss in the battery pack). This reduction is a standard characteristic of a rechargeable lithium-ion battery. It does not constitute a warranty condition or battery failure. Customers experiencing higher than expected reduction may contact a certified service provider to determine if the capacity is within normal parameters.

## How To Request Warranty Services

If your SOLO requires warranty service, please take it to an ElectraMeccanica Authorized Repair Facility. The ElectraMeccanica Authorized Repair Facility will have a record of your warranty registration as long as you have received a confirmation of this registration from ElectraMeccanica.

**Note:** *The cost of transportation to and from the service provider is your responsibility.*

If the ElectraMeccanica Authorized Repair Facility does not address your concern to your satisfaction, call the ElectraMeccanica Customer Experience Center at: +1 888 457 SOLO (+1 888 457 7656).

Please have the following information ready when you call:

- Your SOLO's vehicle identification number (located on the left side corner of the dashboard, under the windshield)
- Current odometer reading on your vehicle

An ElectraMeccanica customer relations representative will help you work with the ElectraMeccanica Authorized Repair Facility to find a satisfactory solution.

## Legal Rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## Owner's Responsibilities to Maintain Warranty

As the vehicle owner, you are responsible for performing the required maintenance listed in your Owner's Manual. ElectraMeccanica recommends that you retain all receipts covering maintenance on your vehicle. You are responsible for presenting your vehicle to an ElectraMeccanica Authorized Repair Facility as soon as you discover a covered issue.

If you have any questions regarding your warranty rights and responsibilities, you should contact:

- ElectraMeccanica, +1 888 457 SOLO (+1 888 457 7656)  
[electrameccanica.com/warranty](http://electrameccanica.com/warranty)

- ElectraMeccanica Vehicles Corporation, 11647 Ventura Blvd, Studio City, CA 91604, USA

## ElectraMeccanica Warranty Locations

To find an ElectraMeccanica Authorized Repair Facility, visit [electrameccanica.com/service](http://electrameccanica.com/service)

## Vehicle Service Inquiries

[service@electrameccanica.com](mailto:service@electrameccanica.com)

+1 888 457 SOLO (+1 888 457 7656)







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