



CHANGAN VEHICLE WARRANTY - DEEPAL

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# 1. INTRODUCTION

At Changan UK, our priority is to provide you with exceptional service and complete peace of mind throughout your ownership experience. Every aspect of our support network is designed to uphold the quality, reliability, and performance that Changan vehicles are known for globally.

To serve you better, we have developed a comprehensive network of authorised Changan UK Dealerships and workshop partners across the country. Each authorised Dealership is fully trained in the latest Changan technologies and equipped with advanced diagnostic tools, specialised equipment, and genuine Changan components. This ensures that every inspection, repair, and maintenance procedure is performed to the highest professional standard.

Maintaining your vehicle with the correct oils, fluids, and service parts is essential to preserving its long-term durability and performance. For this reason, we strongly recommend the exclusive use of genuine Changan parts, accessories, and lubricants that meet the precise specifications of your vehicle. Using approved components not only helps maintain your vehicle's quality but also ensures continued compliance with Changan's warranty requirements.

If you have any questions regarding the information in this booklet, your vehicle's maintenance needs, or the services available through our authorised network, we encourage you to contact your local Changan UK Dealership. Our team is always ready to support you and provide guidance to help you get the most from your Changan vehicle.

You can find an up-to-date overview of our Changan UK Dealerships on our website [Innovative Electric Cars for the UK | Changan UK](#).

## Purpose of this handbook

The purpose of this warranty handbook is to provide clear information about the warranty protection included with your Changan vehicle. It outlines the parts and components covered, the duration of each type of coverage, and the key terms and conditions you need to know.

The handbook is designed to guide you through your warranty benefits and help protect you from unexpected mechanical or electrical repair costs. By explaining what is and isn't covered, it ensures you understand your rights as an owner as well as your responsibilities, including routine servicing, proper vehicle care, and following the recommended maintenance schedule.

Familiarising yourself with this information will help you maintain your warranty and support the long-term performance and reliability of your vehicle. It also provides added confidence and peace of mind throughout your Changan ownership experience.

## What the warranty covers

Warranty repairs on your vehicle may only be carried out by authorised Changan UK Dealerships. These approved service centres have the necessary training, equipment, and access to genuine Changan parts to ensure that all warranty work is performed to the highest standard.

During the warranty period, Changan will cover the full labour time and material costs associated with approved warranty repairs. This ensures that any manufacturing-related faults are resolved promptly and appropriately, without additional expense to you.

Please note that any parts replaced as part of a warranty repair become the property of Changan. This allows us to inspect and analyse components where necessary to help maintain and continually improve the quality and reliability of our vehicles.

This warranty is provided in addition to, and does not affect, your statutory rights

## 2. WARRANTY TERMS AND CONDITIONS

The basic warranty begins on the vehicle's first registration date and provides coverage for **up to 7 years or 100,000 miles**, whichever comes first. If the vehicle exceeds 100,000 miles within the first year, the warranty shall be limited to a maximum duration of 12 months from the date of first registration. This warranty is fully transferable to subsequent owners, provided it is still within the valid coverage period.

| Category                                            | Description                                                                                                                                                                                                                                                   | Coverage                                                                                                                             |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Basic coverage                                      | Parts other than those listed below                                                                                                                                                                                                                           | 7 years or 100,000 miles                                                                                                             |
| High Voltage battery<br>State of Health (SOH) ≥ 70% | High Voltage battery and its disassembled parts                                                                                                                                                                                                               | 8 years or 124,000 miles                                                                                                             |
| Drive unit                                          | Electric drive control system, electric drive system and their disassembled parts                                                                                                                                                                             | 8 years or 124,000 miles                                                                                                             |
| In-vehicle infotainment system                      | Smart cockpit assembly, head-up display, camera, speaker                                                                                                                                                                                                      | 5 years or 74,000 miles                                                                                                              |
| Comfort systems                                     | Seats and components, drive shaft, front and rear shock absorbers pillars, compressor, intelligent thermal management integrated module, integrated brake control module, A/C electric vent, lighting, interior and exterior rearview mirrors, wheel bearings | 5 years or 74,000 miles                                                                                                              |
| Body corrosion                                      | Covers corrosion perforation (hole through the body panel from the inside outwards)                                                                                                                                                                           | 12 years, unlimited mileage                                                                                                          |
| Paint                                               | Paint warranty (production-related)                                                                                                                                                                                                                           | 5 years or 74,000 miles                                                                                                              |
| Consumable Parts                                    | Brake pads, key-fob battery, light bulbs, wiper blades, fuses, relays, memory card, A/C filter, Rubber Parts (as defined below)                                                                                                                               | 12 months or 14,000 miles                                                                                                            |
| Accessories                                         | EV charging cable, mats etc                                                                                                                                                                                                                                   | 12 months or 14,000 miles                                                                                                            |
| Tow bar                                             | Electric and manual tow bar                                                                                                                                                                                                                                   | 7 years or 100,000 miles (when fitted at factory)<br>12 months or 14,000 miles (when fitted retrospectively by a Changan Dealership) |
| Low-voltage battery                                 | Low-voltage battery                                                                                                                                                                                                                                           | 12 months or 14,000 miles                                                                                                            |
| Others                                              | Tyres, on vehicle tools, regular consumption fluids such as brake oil, coolant, washer fluid, A/C refrigerant and so on                                                                                                                                       | No warranty                                                                                                                          |

The policy applies only to cars used for non-commercial purposes.

A commercial vehicle is defined as any vehicle used primarily for commercial, professional, or profit-generating purposes. This includes, for example, taxis, ride-hailing services (such as Uber), delivery and courier operations (such as JustEat), and other shared or business-use vehicles. For vehicles used in this way, the maximum applicable warranty coverage is 3 years or 60,000 miles, whichever comes first.

## Rubber parts definition

‘Rubber Parts’ refers to standalone rubber components used throughout the vehicle. These include, but are not limited to:

- Cushioning elements designed for vibration or shock absorption
- Mechanical seals and rings, including O-rings and T-rings
- Dust and waterproofing components
- Other individual rubber parts that form part of a larger assembly

The warranty for rubber parts inside the assembly is the same as that of the assembly.

## High Voltage battery

Changan UK offers an 8-year or 124,000 mileage warranty on the High Voltage battery.

The High Voltage battery warranty covers repairs needed to return the battery capacity to at least 70% of the original capacity. During a capacity check at an authorised Changan UK Dealership, if it is determined that the High voltage battery has suffered a capacity drop below 70% of the original value at delivery, the segment below 70% will be deemed excessive loss. Where possible, the excessive loss portion will be repaired; if un-repairable, the High Voltage battery will be replaced with either a new or a remanufactured battery.

## Paint warranty

Your Changan vehicle is protected by a 5-year or 74,000 mileage Paint Warranty (whichever comes first), starting from the date the vehicle is first registered. This warranty applies to paint issues found on the easily visible exterior surfaces of the vehicle (excluding the underside) where the fault is proven to result from a manufacturing or material defect.

## Body corrosion

Your Changan vehicle is also protected by a 12-year Corrosion Perforation Warranty with no mileage limit, beginning from the date of first registration (subject to an annual inspection by a Changan Dealership).

Corrosion perforation refers to rust that progresses to the point where a metal body panel is eaten through from the inside out, creating a hole. This type of corrosion affects the structural integrity of the panel rather than just the surface appearance.

This warranty covers any such perforation that results from a manufacturing or material defect.

## Accessories

Changan UK offers a 12-month or 14,000 mileage warranty (whichever comes first) on all genuine Changan accessories. Only accessories that appear in the official Changan Retail Price List are covered under this warranty and are considered genuine Changan accessories for warranty purposes.

## Paid retail parts warranty

Changan UK offers a 12-month or 14,000 mileage warranty on Changan genuine replacement parts (whichever comes first).

Only parts appearing in the Changan retail price list are the responsibility of Changan for Warranty purposes.

Only genuine Changan parts may be used for repairs under warranty.

### 3. WARRANTY EXCLUSIONS

While the Changan UK warranty provides extensive protection against genuine manufacturing or material defects, some aspects of vehicle ownership naturally fall outside its scope. These items are considered routine maintenance, normal wear, or issues caused by external factors or improper use. As such, they are not covered by the Changan UK warranty. The following items and situations are excluded from warranty coverage:

- Those items which require replacement or maintenance due to damage or which have been subjected to fair wear and tear - e.g. brake pads, bulbs, wiper blades. A/C filter etc.
- Regularly consumed lubricants and fluids, including brake fluid, coolant, washer fluid, A/C refrigerant, and similar products.
- Normal maintenance operations, including daily checks, initial service, and scheduled servicing.
- Routine inspections and adjustments, such as wheel alignment, tyre balancing, lubrication, cleaning, and topping up or replacing operational fluids.
- Tyres, including wear and punctures.
- Wheels affected by corrosion or staining (including diamond-cut finishes), as well as damage resulting from operation on poor or uneven road surfaces such as potholes, rocks, and similar conditions.
- Age-related or storage-related deterioration, such as discolouration, fading, rust, or ageing of interior trim, exterior trim, painted panels, and rubber components.
- Visual-only conditions that do not impact the vehicle's performance or safety (e.g. light surface corrosion on brake discs).
- Damage caused by external events, including natural disasters (storm, flood, fire, etc.), civil disturbances, collisions, or any accidental incident.
- Issues resulting from misuse, operation inconsistent with the Owner's Manual, or failure to follow recommended guidance.
- Defects caused by unauthorised disassembly, repairs, or part replacements that prevent Changan from performing a proper quality assessment.
- Damage resulting from unapproved modifications, discretionary changes, or removal of components not authorised by Changan.
- Failures caused by the use of incorrect or poor-quality fluids or lubricants that do not meet the standards specified in the Owners Manual or warranty booklet.
- Damage due to negligence, abuse, or unreasonable use, including the installation of unauthorised software, participating in racing or competitions, or inadequate servicing.
- Owners are required to report defects as soon as reasonably practicable, present the vehicle for inspection within a reasonable period of identification and avoid continuing to drive the vehicles with a known defect that could cause further damage. Any damage caused by the aforementioned delay, or continued operation of the vehicle after a known fault, including cases where the owner has been informed or warned of the issue, may invalidate the warranty.
- Damage from external factors, such as scratches, dents, or other purely cosmetic harm.
- Indirect or consequential losses, including travel costs, accommodation, towing charges, telecommunication fees, loss of working time, commercial loss, or personal liability.
- Defects caused by the incorrect installation of non-genuine parts or accessories.
- Vehicle tools and equipment, including the warning triangle, jack, wheel wrench, jack handle, tyre repair kit, air pump, tow hook and standard tool kit.
- Any claim made after the warranty duration or mileage limit has expired.

Under the terms of this warranty, Changan UK are only liable for the repair or replacement of original parts by an authorised Changan UK Dealership or an authorised Changan UK repairer, that are defective in material or manufacture. Changan UK are not liable for any costs incurred in getting to the Dealership/repairer, use of a loan car or hire car during the period of repair, any subsequent loss of earnings or other financial loss, including travel costs and accommodation.

## 4. OWNER MAINTENANCE RESPONSIBILITIES

Proper maintenance and care are essential to ensuring your Changan vehicle continues to perform as designed.

Owners are expected to follow the recommended maintenance schedule and use only suitable products and treatments that are safe for the vehicle.

It is the responsibility of the vehicle owner to ensure that all maintenance is carried out at the correct intervals. We strongly recommend keeping all service records (invoices) and receipts organised and readily available.

If you choose to have your vehicle serviced by a non-authorized repairer, all work must still follow the manufacturers recommended service schedule and recommended procedures to maintain warranty validity. You are required to keep the original invoice for work done bearing the name of the Service Centre. The invoice must include the vehicle VIN number, mileage at the time of service, and itemised individual parts, including part numbers. Grade and quality of all fluids replaced and their respective quantities.

Invoicing that does not meet these criteria may not be accepted.

### **Proper use, care, & service requirements**

To ensure your Changan vehicle performs reliably, it must be used, maintained, and cared for in accordance with the Owner's Manual and the guidance outlined in this warranty handbook. Regular servicing should be carried out promptly at your local authorised Changan UK Dealership. Remember that routine care—such as washing and cleaning the vehicle—is also an important part of maintenance.

Your vehicle can be serviced at any authorised Changan UK Dealership nationwide. Please keep all relevant repair and maintenance documents inside the vehicle or stored securely so they can be presented when required. Complete and accurate documentation helps Changan Dealerships provide you with faster, more efficient assistance.

### **What to provide when seeking assistance**

If you encounter a problem with your vehicle, contact your local authorised Changan UK Dealership and be ready to supply the following information:

- A clear description of the issue and the circumstances under which it occurred
- The vehicle's VIN number
- The current mileage
- The vehicle's service and repair history

### **Additional requirements for warranty claims on paid retail parts**

If you are making a warranty claim for a part or component that you previously purchased yourself from Changan, you must also provide:

- The receipt for the purchased part(s)
- The invoice for any accompanying labour or installation work

## 5. SERVICE AND MAINTENANCE

### The necessity of maintenance

Proper maintenance is essential for keeping your Changan vehicle performing as intended. By following the recommended service intervals—both by mileage and by date—you can identify and address potential issues early, prevent unnecessary wear, and help extend the overall life of the vehicle. Regular servicing, timely repairs, and the replacement of worn components all contribute to maintaining safe, reliable, and consistent performance.

Your vehicle is made up of many thousands of parts that naturally wear and age over time. If these components are not inspected and maintained at the appropriate intervals, the vehicle's performance, comfort, and durability may gradually decline. Fluids and oils also play a vital role in cooling, lubrication, and corrosion prevention, but they deteriorate as the vehicle is used. When not replaced as required, they can lead to reduced performance, increased wear, or even component failure. Regular checks and scheduled fluid maintenance help preserve the vehicle's handling and overall driving quality.

In addition, many of the vehicle's systems rely on rubber components that inevitably age with use. Cracks, hardening, and other forms of deterioration can occur naturally over time, and if left unaddressed, may create safety concerns. Periodic inspection and maintenance of these parts help ensure continued safe operation.

Certain items—such as brakes, tyres, and other wear components—will consistently degrade during normal driving and must not be used beyond their safe wear limits. Continuing to drive with excessively worn parts increases the risk of breakdowns or serious accidents. For this reason, it is important to have wear items inspected and replaced whenever necessary to maintain the safety and reliability of your vehicle.

### Implementation of service and maintenance

It is the owner's responsibility to ensure that their vehicle receives the appropriate servicing and maintenance.

To keep your Changan in optimal condition, you must arrange regular maintenance in line with the manufacturer's recommendations. This helps prevent potential issues, maintain driving performance, and ensure the vehicle continues to operate safely and smoothly.

Owners may carry out simple daily checks themselves—such as topping up washer fluid—but periodic servicing requires specialised tools, approved lubricants, and specific procedures. For this reason, we strongly recommend that all scheduled service and maintenance be carried out by your local authorised Changan UK Dealership.

When your vehicle is serviced, previous maintenance records should be reviewed so that the work carried out reflects the vehicle's current condition. Keeping accurate service records not only helps you better understand your vehicle but also supports more efficient, cost-effective maintenance in the future. These records also enable your Changan UK Dealership to provide the most appropriate and accurate service for your vehicle.

## Types of service and maintenance

### Daily maintenance

During everyday use, it's important to take small opportunities—such as when washing the vehicle, charging, or preparing for a long journey—to carry out basic checks and ensure the vehicle is in good working order.

- **Coolant level** – Ensure the coolant is within the recommended range and topped up when necessary (ensure the engine is completely cool before opening the bonnet or removing the coolant cap. Never check or top up coolant when the system is hot).
- **Washer fluid level** – Keep the reservoir filled to maintain clear visibility in all weather conditions.
- **Tyre pressure** – Check pressures when tyres are cold and adjust according to the specifications in the Owner's Manual.
- **Tyre condition** – Look for uneven wear, cuts, bulges, or low tread depth to ensure safe driving.
- **Exterior lighting** – Confirm that headlights, brake lights, indicators, and fog lights are functioning correctly.
- **Wiper blade condition** – Inspect for streaking, skipping, or cracking and replace when worn.
- **Dashboard warning lights** – If a warning indicator appears, consult the Owner's Manual or contact your Changan UK Dealership.
- **Charging cable and ports (for electrified models)** – Ensure the charging equipment is clean, undamaged, and functioning correctly.

These simple checks help maintain day-to-day safety and performance, but they do not replace the specialist inspections and maintenance carried out during scheduled servicing. For any concerns or if you are unsure about a check, your local authorised Changan UK Dealership is always available to assist.

### Periodic service and maintenance

For vehicles operated under normal driving conditions, the initial scheduled maintenance is required at 24,000 miles or 24 months (whichever occurs first) from the date of first registration.

Thereafter, scheduled maintenance must be carried out at intervals of every 12 months or 12,000 miles, whichever occurs first, in line with the periodic maintenance schedule.

Using the vehicle beyond these recommended service intervals can lead to preventable wear or damage.

A maintenance backlog exists if the Service interval recommended by Changan is exceeded by 28 calendar days or 1,000 miles, whichever comes first. In this scenario, warranty coverage for components affected by the missed maintenance may be withdrawn.

Regular inspections and scheduled maintenance must be completed according to the time or mileage intervals outlined in this service booklet, whichever is reached first.

If you need guidance on the specific service requirements for your vehicle, your local authorised Changan UK Dealership will be able to provide full details and support.

Changan UK reserves the right to amend, update or modify this warranty booklet from time to time. Any such amendments shall not adversely affect the warranty coverage applicable to vehicles already sold and registered during their existing warranty period. Changes may apply to vehicles sold after the effective date of the amendment and to administrative procedures for making warranty claims. The latest version of this warranty information will be available