

Vehicle Warranties



Terms, conditions & exclusions

Terms and Conditions (Australia)

This GAC New Vehicle Warranty coverage is subject to the conditions outlined under:

- 1. Warranty Policy Statement**
- 2. Exclusion**
- 3. Owner's Responsibility**

Should any part of the vehicle require repair or replacement because of a manufacturing or material defect within the manufacturer's warranty period, the part will be either repaired or replaced free of charge by an Authorised GAC Service Dealer, regardless of any change of ownership during the period covered. Any part so repaired or replaced will benefit from these arrangements for the balance of the period applicable to the vehicle. Any repair to your vehicle will be only using genuine GAC parts.

Australian Consumer Law

GAC vehicles come with guarantees and not excluded under Australia's Consumer Law act. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the vehicle repaired or replaced if it fails to be of acceptable quality and the failure does not amount to a major failure.

This warranty does not limit the Australian Consumer Law statutory consumer guarantees in any way. In circumstances your rights under the Australian Consumer Law statutory consumer guarantees may be greater than your rights under your GAC warranty, in which case GAC will always honour your rights under the Australian Consumer Law statutory consumer guarantees.

1. Warranty Policy Statements

Warranty Coverage Period

The warranty period commences from the date of first registration and expires at the specified date. For vehicles used for commercial purposes, the warranty expires at the specified date or kilometre period, whichever comes first.

Although GAC¹ does not require you to perform all service or repairs at a GAC Authorised Service Dealer, this warranty may be void or coverage declined due to improper maintenance, service, or repairs. In the case that your GAC vehicle has had repairs outside of a GAC Authorised Service Dealer network. GAC is unable to reimburse or compensate for any repairs, except where there was prior written approval for those repairs.

¹ GAC here means GAC International Australia Pty Ltd

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have been authorised and documented via GAC. Failure to meet the vehicle maintenance requirements could result in a warranty claim rejection.

Scope of Warranty

7 Years Unlimited Kilometre Warranty – Private/General Fleet & Government

GAC provide a 7 Year Unlimited Kilometre Warranty against defects arising in materials or manufacture for private and general fleet and Government fleet vehicles sold from 18 November 2025.

GAC warrants the vehicle against defects arising in materials or manufacture except where items are expressly excluded or for which a separate warranty applies.

This 7 Year Unlimited Kilometre Warranty is subject to the terms and conditions detailed in these Terms and Conditions, including the sections on “Exclusion” and “Owner’s Responsibility”.

This 7 Year Unlimited Kilometre Warranty does NOT apply to vehicles used at ANY time during the warranty period for Commercial Use, including but not limited to those used as a Rental vehicle, Hire Car, Taxi, Courier vehicle, Driving School vehicle, Security vehicle or Bus and Tour vehicle.

The owner will be required to provide service records, evidence of usage history for the owner and previous owner/s and other vehicle records to establish the vehicles warranty status and to establish that the vehicle has not been operated for commercial use.

8 Years Unlimited Kilometre Warranty – Electrical Vehicle

GAC provides an 8 Year Unlimited Kilometre Warranty against defects arising in materials or manufacture for Electrical Vehicle other than commercial use.

5 Year /100,000 Kilometre Warranty - Commercial Use Vehicle

The GAC vehicle 7 Year Unlimited Kilometre Warranty or 8 Year Unlimited Kilometre Warranty for Electrical Vehicle do NOT apply to vehicles used for Commercial use which includes but not limited to those used as a Rental vehicle, Fleet, Rideshare Hire Car, Taxi, Courier vehicle, Driving School vehicle, Security vehicle or Bus and Tour vehicle. Commercially used GAC vehicles are too limit to a 5 year/ 100,000 Kilometre Warranty.

For Electrical Vehicle of commercial use, the warranty is 5 Years/150,000 kms whichever occurs first. This warranty is subject to the limitations and exclusions described in below sections.

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Warranty Summary Table per Model.

Model	Warranty Type	Non-Commercial Use	Commercial Use
EMZOOM	Vehicle	7 years/unlimited KM	5 years/100,000 KM
M8 PHEV	Vehicle	7 years/unlimited KM	5 years/100,000 KM
	Battery	8 years/200,000 KM	5 years/150,000 KM
AION V & UT	Vehicle	8 years/unlimited KM	5 years/150,000 KM
	Battery	8 years/200,000 KM	5 years/300,000 KM
	Integrated drive	8 years/200,000 KM	3 years/300,000 KM
Paint/Surface Rust		3 years/unlimited KM	3 years/unlimited KM
Perforation (rust through panel)		8 years/unlimited KM	8 years/unlimited KM

Anti-perforation Warranty - 8 Years

Anti-perforation refers to rust through corrosion that affects the painted metal body panels from the inside or underside, resulting from faulty or poor workmanship or materials used in the vehicles manufacturer process.

It does not cover surface corrosion or damage caused by insufficient or improper maintenance, storage or care or other factors beyond GAC Australia's control.

Painted Surfaces - 3 years

Paint defects refer to issues with the original paint application and its durability.

This does not cover problems such as scaling, blistering, scabbing, fading, or damage caused by inadequate maintenance, improper storage, environmental factors (such as pollution), impact from foreign objects, or any other circumstances beyond GAC International Australia's control.

VEHICLE BATTERY

The below batterie's are relate to warranty cover on batteries fitted from Manufacturer.

12 Volt led Battery – 12 Months/20,000 kms:

Covers manufacturing defects for the original 12-volt battery installed at the factory.

Traction Battery (Private use) - 8 year/200,000 kilometres:

Covers manufacturing defects for the battery installed by the manufacturer if the battery's State-of-Health drops $\leq 30\%$ degradation of its original capacity within the first 8 years of ownership, the battery will either be, replaced, repaired, or reconditioned free of charge. Warranty does not cover physical damage from accidents or misuse.

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Traction Battery (Commercial use) - 5 year/150,000 kilometres whichever occurs first:

Covers manufacturing defects for the battery installed by the manufacture. If the battery's State-of-Health drops $\leq 30\%$ degradation of its original capacity within the first 5 years of ownership or 150,000 km, the battery will be, replaced, repaired, or reconditioned free of charge. Warranty does not cover physical damage from accidents or misuse.

Except for AION V: cover is 5 Years/ 300,000 kms.

Smart Key Battery (Keyless Entry) - 6 Months/10,000kms:

On original fitted remote fob batteries.

Integrated Drive System (Private use), Electrical Vehicle 8 Years/200,000km

This consists of the drive system, motor, and transmission.

Except for AION V: cover is 3 Years/ 300,000 kms.

DRIVE SYSTEMS

Integrated Drive System (Commercial use), Electrical Vehicle 3 Years/300,000km

This consists of the drive system, motor, and transmission.

Lighting System, Fuses and Relays - 12 Months/5,000kms:

Covers manufacturing defects in lamp and light bulb and led fixtures on the interior and exterior. Also, replacement Fuses if blown, relays not including integrated control units.

Wheel alignment / wheel balancing - 3 Months/5,000kms

Covers manufacturing defects affecting wheel alignment and balance.

Genuine Accessories

Genuine GAC Accessories purchased and installed to the vehicle by the dealer prior to or on day of delivery will have the full coverage of the warranty period. Accessories fitted after the date of delivery at a GAC Authorized Dealer, a period of cover for 12 months or 20,000 kilometres, whichever occurs first. Genuine GAC Accessories purchased directly from a GAC authorised dealer, period of cover for 12 months from the date of purchase.

Genuine Parts

Parts fitted under warranty at a GAC Authorised Service Dealer, due to a faulty product will receive warranty up until the end of the vehicle warranty period.

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Genuine GAC Parts purchased through a GAC Authorised service Dealer, a period of 12 months from the date of purchase. All warranty coverage on parts is subject to a warranty claim assessment and approval process, with GAC assessing fairly during these processes Warranty Terms & Conditions Warranty Terms and Conditions.

LIMITATION OF LIABILITY

To the full extent permitted by law, GAC cannot be responsible for any direct or indirect loss, loss of time, inconvenience costs, or loss of revenue, from any defect in a vehicle beyond the warranty repair itself. The rights and remedies which are available to you otherwise at law in connection with a claim for compensation are to be pursued separately in writing to GAC.

2. WARRANTY EXCLUSIONS

Warranty excludes the following:

- Ordinary wear and tear.
- Subjective concerns that do not affect vehicle performance, GAC does not provide warranty for subjective issues that do not affect the quality, function, or performance of the product.
- Damage that GAC considers resulting from failure to operate, maintain and care for the vehicle properly, in accordance with the instructions in the vehicle's Owner's Manual and Service & Warranty Booklet including failure to complete applicable scheduled servicing and maintenance.
- Faults which are evident because of use of the vehicle other than its intended purpose. For the avoidance of doubt, this includes faults resulting from off-road use and faults resulting from use during formal or informal competitive sports such as racing, as the vehicle is not intended for these purposes. Damage to the vehicle because of vehicle impact damage from driving accidents, fire, theft, or malicious damage from third persons or because of illegal use.
- Driver misuse, abuse, or negligence including tampering, towing, or carrying loads above manufacturers' specifications.
- Damage or issues from the use of incorrect lubricants, oils or coolants that do not meet specifications, or by incorrect capacities.
- Continuing to drive and ignore the vehicles warning lights or after loss of fluids such as lubricants, oils, water, coolants, refrigerants.
- Any unauthorised repair, alteration or modification to the vehicle that is made inappropriately or the installation or use of fluids, parts, or accessories, made by a person or facility not authorised or certified to do so.
- Damage to or issues with your vehicle's hardware or software because of modification to the vehicle's systems, including installation of non-genuine

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accessories that do not meet specifications, or are not intended for vehicle use, or result in major or material modification (as reasonably determined by GAC).

- Damage including deterioration, staining, corrosion from exposure to normal environmental conditions including flooding, hail, salt, acid rain, extreme temperatures, lightning or other acts of nature.
- Damage because of birds or other animals and insects, tree sap, bark, and leaves.
- Cracks or chips or other breakage to windscreen due to any incident, rocks, or natural environmental effects.
- Damage to engine due to use of contaminated fuel or use of non-approved fuels including fuel which falls below recommended or specified ratings.
- Wheels - Rims are only covered in line with GAC warranty policy and pending upon investigation in cases. If the wheel or wheels have been damaged due to impact or curbing, it will not be considered under warranty, repair, or replacement. This will include wheel finish due to either environment or chemical solutions contacting the surface.
- Wheel alignment and wheel balancing – can be affected by the driving habits and type of use and road conditions. As tyres wear, this can change the balance and wheel alignment of the vehicle and is considered a maintenance requirement.
- Servicing - Vehicle servicing falls under reasonable maintenance requirements of a vehicle. Fluids, and other consumables also reasonably require replacement periodically. As such, servicing and replenishment of fluids and other consumables do not fall under this warranty, and all costs associated fall on the owner.
- Tyres - Tyres are subject to wear over time. The rate of wear is dependent on many factors, including driving and braking style, road surface type, and quality, including the amount of driving. Depending on driving surface and conditions, tyres may become damaged or punctured, none of which is covered under this warranty, but may be covered under the tyre manufacturer's warranty and pending their investigation. If defects are to be found in tyres, you can contact your GAC Authorised Service Dealer, and they will assist you to make a claim.
- Brake and Clutch components - The replacement or adjustment of braking system components including brake pads, discs will vary but is directly affected by the driving habits and the way the vehicle is operated. Brakes are a consumable item and require replacement when recommended. Brake and Clutch lining may be covered **6 months/10,000km if deemed a manufacturer defect**.
- Adjustments - From time to time the vehicle may require adjustments as previously mentioned. This includes tyres, brakes, steering, and suspension. Vehicle electrical systems also require calibration. This includes lighting and driver assist systems. This may be a result of normal wear and tear and accordingly, adjustments may need to be conducted periodically. These items are not covered by warranty where replacement is in line with operational

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maintenance requirements specified in the vehicle's Owner's Manual and Service & Warranty Booklet.

- Electrical - Fuses and spark plugs are consumables due to their nature and are not covered by this warranty where replacement is in line with the operational maintenance requirements specified in the vehicle's Owner's Manual and Service & Warranty Booklet.
- Expenses incurred for communication, meditation, meals, accommodation, etc., due to a malfunction.
- Any personal injury or property damage.

GAC reserves the right to determine the final repair method and the scope of warranty applicability. All parts replaced under warranty become the property of GAC.

OWNER'S RESPONSIBILITIES – SERVICE AND MAINTENANCE

Under the Warranty, the vehicle owner is responsible for ensuring that their GAC vehicle is properly operated and maintained according to the instructions in the relevant Owner's Manual and Service & Warranty Booklet. The owner must retain maintenance records that detail the service and inspections have been conducted. We recommend completing the maintenance log provided in the following pages once each scheduled maintenance is conducted.

These maintenance service and inspection records might include:

- Conducting 1st Safety check at 5,000km or 3 months.
- Description of Service/Maintenance: Copies of service invoices detailing work conducted, which must include Dates and Odometer readings.
- Inspections Adjustments, Corrections, and Replacements: A list of all vehicle system inspections performed.
- Replacement Parts: Information on replacement parts used, including part numbers.
- Fluids and Specifications: The brand, grade, and quantity of any fluids used. Maintenance service and inspection records must be kept by the owner and provided to GAC upon request to validate warranty status when requesting warranty repairs.

SERVICING COSTS

The GAC Service Pricing Program provides you with a quality and transparent service for a maximum price nationally for each scheduled service. With the peace of mind that specialist GAC technicians will be looking after your vehicle using only Genuine GAC Parts.

TRANSFER OF OWNERSHIP

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If the vehicle is sold, the remainder of the warranty period is transferred to the new owner of the vehicle.

It is the responsibility of the registered owner of the vehicle to source and provide GAC with information, such as details on how the previous owner/s used the vehicle, details on how the vehicle is currently used, the vehicle's history of scheduled services. This information may be required by GAC to verify warranty status when requesting repairs deemed warranty.

This warranty is cancelled if the vehicle is written off or disposed of by an insurer. The warranty offered by GAC depends on the vehicle usage.

PRIVACY STATEMENT

We understand the importance of protecting your privacy and value the confidentiality of your personal information. We are committed to meeting our obligations under the *Privacy Act 1988*. GAC collects personal information from various sources to support our business operations. GAC takes its privacy responsibilities seriously. You can access the most recent version of our Privacy Policy at <https://www.gacgroup.com/en-au/policy/privacy-policy>

If you have a complaint about the way in which we have handled any privacy issue, reach out to our customer support team. We ensure sure your complaint is formally registered and notify you of the outcome of this investigation and any subsequent internal investigation.

WARRANTY AND SERVICE

To receive warranty and repair under this warranty you must take your GAC Vehicle, along with the Vehicle's Owner's Manual and Service and Warranty Manual, to an Authorised GAC Service Dealer in Australia during the normal service hours of that dealer.

While any Authorised GAC Service Dealer will perform warranty service which is covered by the warranty on your GAC vehicle, GAC recommends that you return to the dealership where you purchased your GAC vehicle because of their continued personal interest in you.

To locate your nearest Authorized GAC Service Dealer, please refer to [Dealer map | GAC Australia](#).