



# AUSEV COMMERCIAL NEW CAR WARRANTY



PROUDLY  
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WITH





# AUSEV COMMERCIAL NEW CAR WARRANTY

## Your rights under the Australian Consumer Law

Our goods come with guarantees which cannot be excluded under the Australian Consumer Law.

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 goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The above notice is required to be provided to consumers under the Australian Consumer Law and does not form part of this Warranty.

This warranty:

- does not exclude or limit any condition, warranty, guarantee, right or remedy implied by any applicable Federal, State or Territory legislation;
- may be in addition to other rights and remedies you may have under any applicable Federal, State or Territory law in relation to the Vehicle, including any rights under the Australian Consumer Law;
- only applies to the Australian domestic market and not for any overseas markets.

### About the AUSEV Warranty and this document

This document sets out the terms, conditions and features of the commercial new car warranty offered by AUSEV Pty Ltd ABN 87 657 333 867 (**AUSEV**) in relation to each new Ford F-150 Lightning sold by AUSEV or its authorised resellers for commercial use (each a **Vehicle**). This document also sets out separate warranties offered by AUSEV in connection with the sale of a Vehicle covered by the Warranty.

Unless the context indicates otherwise, in this document:

- you, your** and **owner** mean the person who owns the Vehicle (or otherwise has exclusive possession of the Vehicle under a lease or financing arrangement) for the time being during the Warranty Period (as defined below);
- Warranty** means the warranty or warranties offered by AUSEV in accordance with this document, and where the context permits includes a reference to the other warranties offered by AUSEV in respect of the specific parts or components in accordance with this document (such as the Battery Warranty);
- Warranty Period** means the period commencing on the date the Vehicle is first registered and/or you take delivery of the Vehicle (whichever occurs earlier) and expiring 5 years from such date with no restriction on the number of kilometers driven by the Vehicle, unless this document provides for a different 'Warranty Period' in respect of the relevant part, component or other matter.

### Commercial New Car Warranty - Ford F-150 Lightning

AUSEV offers this Warranty on the terms set out in this document. AUSEV warrants that the Vehicle will be free from defects in materials and factory workmanship under conditions of normal use and service within Australia during the Warranty Period, except where this document provides otherwise.

The Warranty is subject to the Vehicle being serviced in accordance with the service schedule at the specified servicing intervals for the duration of the Warranty.

### Making a claim on the Warranty

To be considered eligible claim under any of the Warranties in this document, the relevant Warranty claim must be made in writing in accordance with this document during the Warranty Period and as soon as possible from when the defect or issue is first noticed or becomes reasonably discoverable through normal use and servicing. Please see below for further information on making Warranty claims.

### What is Covered

Subject to separate coverage for certain parts and the exclusions and limitations described in this Warranty, AUSEV will at its discretion, repair or replace any defects in original equipment components or AUSEV's workmanship (except for Tyres).

AUSEV also provides a Battery Warranty on the terms set out below.



## AUSEV COMMERCIAL NEW CAR WARRANTY

### What is Not Covered

Each of the Warranties offered by AUSEV in accordance with this document do not cover any damage (including any degradation or defect) caused or contributed to by any of the following:

- Acts, matters or events ordinarily covered by insurance, including accidents, collision or objects striking the Vehicle (including driving through a car wash), theft, vandalism, riot, fire, explosion or similar acts or occurrences;
- Any aftermarket performance enhancing products, any non-genuine parts modifications (including to the battery assembly), parts or accessories fitted (or repairs performed) by a third party not authorised by AUSEV or its authorised resellers;
- Normal wear and tear including scratches, stone chips, surface rust or surface imperfections (internal and external) or any gradual reduction, deterioration or operating performance of any parts, accessories, paint or components (including trims, carpet, trims, tonneau cover, hard lid, panels, canopy or underbody, driveline or rubber and plastic components (internal and external)) consistent to the age of the Vehicle, distance travelled and operating conditions or where caused or contributed to by environmental conditions or fallout (acid rain, decaying insects, bird droppings, pollen and tree sap, etc), stone chips, hail damage, airborne fallout, UV- damage, oxidisation, deformation, surface corrosion, salt, harsh chemicals or operating conditions
- Any abuse, misuse or neglect of the Vehicle or any improper operation of the Vehicle, including where that contributing to any part of the Vehicle to fail or corrode or requires repairs, parts replacements or adjustments or driving through water deep enough to cause water to be ingested into any component (e.g. battery/powertrain components);
- Items designed for replacement as part of a scheduled service and normal maintenance items (save where they are expressly covered under the Limited Life Warranty);
- Using the Vehicle to participate in formal or informal competitive events (such as racing, rallying, track days, hill climbing, speed trials and similar events), off-road use (which may include operating the Vehicle on a beach, rutted roads or tracks or four-wheel drive only tracks);
- Consequential damage that occurs as a result of continuing to operate the Vehicle with a defect evident;
- Operating or servicing the Vehicle contrary to the manufacturer's specifications, including exceeding the Vehicle's specified weight or load limits, using contaminated or improper fluids (including coolant), applying chemicals or accidental spills;

Further, each of the Warranties (including the Battery Warranty) does not cover damage or degradation to high voltage EV battery components caused or contributed to by:

- Improper use and maintenance of the Vehicle and/or high voltage battery pack, such as driving over curbs, overloading or using the Vehicle as a prolonged stationary power source (including not following charging directions, the use of incompatible charging devices or methods or exceeding load limits);
- Failure to observe and resolve Vehicle warnings and indications of battery concerns within 30 days of first warning/indication;
- Failure to complete Ford Power-Up software updates within 30 days of being notified of the update;
- Exposure to direct and/or intense heat sources outside of normal use, such as collision repairs that subject the Vehicle to paint booth conditions that exceed the manufacturer's recommendations;
- Allowing the high voltage battery assembly to remain in a fully discharged, or near zero state of charge, for more than 14 days;
- Improper Vehicle storage resulting in high voltage battery damage (See Owner's Manual for Vehicle storage recommendations).

### Limited Life Warranty

Some components in your Vehicle are subject to normal wear and tear and the use of your Vehicle can influence the life of these components. The Warranty Period for the following components is limited to twelve (12) months from date of the Vehicle is first registered or such earlier time that the Vehicle has been driven a distance exceeding 12,000km:

- Shock absorbers/ gas struts
- Brake discs, drums, pads or linings
- Cooling, oil and hoses
- Rubber and plastic components
- Keyless entry transmitter or transmitter
- 12V battery
- Wiper blades/inserts
- Floor or luggage compartment mats/ carpets
- Cargo restraints/covers/liners
- Seat covers
- Rectification of body squeaks and rattles
- Window glass front and rear



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### **Battery Warranty**

AUSEV offers a limited warranty (Battery Warranty) in respect of the Vehicle's original lithium-ion battery (Battery). Under the Battery Warranty, AUSEV will cover the repair or replacement of any malfunctioning or defective Battery, subject to the conditions and limitations described in this document.

The capacity of the Battery will decrease over time when the Vehicle is used, and such degradation is fair wear and tear. However, AUSEV will deem a Battery as malfunctioning or defective for the purposes of the Battery Warranty (only) where the Battery retains less than 65% of its original capacity during the Warranty Period.

To be considered an eligible claim under the Battery Warranty, the relevant claim must be made in writing in accordance with this document during the Warranty Period.

Where there is a valid claim made under the Battery Warranty, AUSEV will at its discretion repair the battery unit, or replace it with a new, re-conditioned or re-manufactured unit or components.

For warranty claims specific to Battery capacity, the replacement Battery will be in a condition appropriate to the age and mileage of Vehicle so that it will achieve or exceed the minimum Battery capacity for the remainder of the Warranty Period of the original Battery. One of our authorised AUSEV locations or service centres will determine the Battery capacity. The method used to determine Battery capacity, and the decision of whether to repair, replace or provide re-conditioned or re-manufactured components will be at AUSEV's discretion (acting reasonably). AUSEV provides no other warranty in relation to the gradual energy or power loss with time and use that the Battery may suffer from.

### **Auxiliary Battery Warranty (12 Volt)**

The original auxiliary 12 volt battery is warranted for 12 months commencing from the date the Vehicle is first registered regardless of the distance travelled.

### **Genuine Parts Warranty**

AUSEV warrants that genuine parts supplied by AUSEV in connection with the Vehicle will be free from defects in materials under the conditions of normal use and service within Australia for 12 months or 12,000km (whichever occurs first) from the date of fitting to the Vehicle. For the avoidance of doubt, the Warranties in this document do not cover any parts supplied or fitted to a Vehicle by third parties (including AUSEV's authorised resellers).

When genuine parts are replaced under the Vehicle Warranty because of a warrantable defect, those parts are covered for whichever is the greater of:

- 12 months or 12,000km (whichever occurs first) from the date of fitting; or
- the balance of the Vehicle Warranty (as applicable) except where the warranty exceeds the service life of the component.

Genuine parts replacement may at times include reconditioned and/or exchange parts.

### **Genuine Accessories Warranty**

AUSEV warrants that all genuine accessories supplied by AUSEV in connection with the Vehicle will be free from defects in materials under conditions of normal use and service within Australia for 12 months or 12,000km (whichever occurs first) from the date of fitting to the Vehicle. These genuine accessories are fitted prior to taking delivery of the Vehicle and are covered under the Vehicle Warranty.



## AUSEV COMMERCIAL NEW CAR WARRANTY

### Perforation Corrosion Warranty

AUSEV warrants that the original equipment metal and sheet metal components of the Vehicle will be free from damage formed because of the corroding of those components under conditions of normal use and service within Australia during the Warranty Period (Perforation Corrosion Warranty). The Perforation Corrosion Warranty is subject to the proper care and maintenance standards of the Vehicle and to the following conditions:

- This warranty only covers corrosion damage resulting from normal use and exposure to normal environmental conditions. It does not cover corrosion caused by accidents, misuse, neglect, improper maintenance or unauthorised modifications (including where those cause or contribute to the corrosion).
- The Vehicle must be regularly maintained according to the manufacturer's recommended maintenance schedule, including but not limited to regular washing, waxing, and inspection for corrosion prevention.
- Any detected corrosion damage resulting from normal use and exposure to normal environmental conditions must be reported to an authorised reseller or repair facility within twenty eight (28) days from the date it is first noticed (which you acknowledge is a reasonable time period).

The Perforation Corrosion Warranty does not cover damage or degradation:

- to non-structural parts, including but not limited to, suspension components, wheels, and cosmetic parts, or surface corrosion or minor cosmetic imperfections that do not affect the structural integrity of the Vehicle (which is considered normal wear and tear); or
- caused or contributed to by road salt, sea salt, chemicals, or exposure to harsh or corrosive environments.

In the event of a valid claim under the Perforation Corrosion Warranty, AUSEV shall, at its discretion, repair or replace any corrosion damaged parts or components.

AUSEV reserves the right to use refurbished or remanufactured parts of similar quality to fulfil its obligations under this warranty.

The cost of labour and materials required for the repair or replacement shall be covered by AUSEV, subject to any deductible or limitations stated in the original Vehicle purchase agreement.

### Warranty coverage in case of an Accident

In the event of an accident, fire or material damage involving the covered Vehicle, the Warranty may be voided by AUSEV at its discretion.

AUSEV will assess the extent of the damage, the cause of the accident, and any other relevant factors to determine if the Warranty should be voided. This includes (but not limited to) accidents resulting from driver negligence, reckless driving, improper use, modifications, or any other actions that may compromise the integrity or safety of the Vehicle. To the extent the law allows, AUSEV's decision regarding Warranty voidance in such cases shall be final and binding.

### Tyres covered by their manufacturer

To obtain Tyre warranty service, you must present the Vehicle to an AUSEV location only. The customer manager will contact the Tyre manufacturer and assist you with any questions you may have regarding the Tyre warranty.

### Modifications that will VOID Warranties

AUSEV may determine that where a person other than an approved service technician does any of the following actions, such actions will void the Warranty (to the extent the law allows):

- Disconnecting, tampering with, or altering the odometer in the Vehicle;
- Attaching any device that disconnects the odometer in the Vehicle;
- Any modifications to the Vehicle's driveline and EV Battery system; or
- Fitment of any mechanism that lifts the Vehicle above the factory ride height unless approved by AUSEV or GB Electric Vehicles Pty Ltd t/as GB Auto



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## **AUSEV COMMERCIAL NEW CAR WARRANTY**

### **Protect Your Warranty**

You are responsible for ensuring you are familiar with and act on advice and recommendations provided in any service and warranty related documents provided by AUSEV which contain important information about your Vehicle including its proper care and maintenance and servicing.

Regular maintenance of your AUSEV Vehicle, in accordance with the recommended service schedule at an AUSEV location or a service centre approved by AUSEV is the best way to protect your new Vehicle. By having your Vehicle maintained through our service network, it is being serviced by certified experts. This will ensure that your Vehicle and its Warranty are not jeopardised.

Make sure that receipts for completed maintenance work are retained with the Vehicle, as AUSEV may require these as a condition of making a claim on the Warranty.

### **Your Responsibilities**

It is the responsibility of the owner/operator to present the Vehicle within the warranty period so that all repairs and concerns can be attended to and finalised prior to the end of the warranty period.

### **How to make a claim**

To make any claim under the Warranty, the responsibility remains with the owner/ operator to register the problem online via the AUSEV website or to present the Vehicle to a location within our service network as soon as a concern becomes evident during normal business hours.

### **Owner responsibility for cost in connection with Warranty claims**

In the event of claim under this Warranty, the Owner is required to arrange (at its cost) for delivery of the defective goods, any replacement goods and Vehicle to the nearest AUSEV service network location. AUSEV does not supply or provide cover for vehicle hire and related costs or expenses in connection with a claim. If inspection, assessment and testing results in a finding that damage to the Vehicle (including any parts, components or accessories) is not the result of a manufacturing defect or failure and outside the scope of this Warranty, AUSEV (or its approved service centre) is entitled to charge you, and you must pay for our time, labour and subsequent repairs (including the cost of an inspection and assessment). These costs are not refundable under this Warranty.

### **Explanation of Warranty**

The warranties detailed in this website are provided by AUSEV.  
Head Office: 43 Kremzow Rd, Brendale QLD 4500  
Email: [warranty@ausev.com.au](mailto:warranty@ausev.com.au)