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A Letter to Customer

Dear customer:

Thank you for choosing ZEEKR!

Please keep this manual inside your vehicle properly because it is the important voucher for quality maintenance service.

In order to make the investment to purchase a new vehicle worthy to you and keep your new vehicle in optimum performance and in good technical condition, please read this manual and the User Manual attached carefully. The manuals will help you better understand and use your vehicle and will introduce to your basic solutions for problems you may encounter so as to effectively safeguard your rights and interests.

Your vehicle has excellent performance in safety, comfort, power and economy. In case of any problem found during your use, please contact a nearby ZEEKR Service Center or ZEEKR Authorized Service Center. ZEEKR Service Center or ZEEKR Authorized Service Center will provide high-quality service for you in maintenance, repair and spare parts in accordance with the applicable standards. Please be sure to have your vehicle maintained periodically as mentioned by User Manual and maintenance regulations and/or as may be announced by ZEEKR or ZEEKR Authorized Dealer from time to time.

Please be aware that to extend your vehicle's service life you must use the genuine spare parts sold by ZEEKR Service Centers or ZEEKR Authorized Service Centers.

ZEEKR Service Center or ZEEKR Authorized Service Center's scheduled periodical maintenance can help keep your vehicle in the optimum state and contribute to keeping your vehicle's higher reliability and longer service life. Therefore, within the warranty period, please have your vehicle maintained periodically in ZEEKR Service Centers or ZEEKR Authorized Service Centers every other 20,000 km or within 12 months or as may be announced by ZEEKR or ZEEKR Authorized Dealer from time to time.



To the extent permitted by applicable laws, for the vehicle which is not maintained periodically in ZEEKR Service Centers or ZEEKR Authorized Service Centers or any



independent maintenance center performing our recommended maintenance, its quality problems related to maintenance are not covered by warranty and it will be the responsibility of the customer to bear and incur any consequences that may arise or appear due to the customer's failure to comply with ZEEKR's warranty and service instructions as provided herein or under the User Manual and service regulations.

All the materials in this manual are latest and apply to all models of this series. Detailed configuration is subject to the actual vehicle. Provided that the applicable national laws and regulations allow, and for achieving a better service and maintenance experience for the customer, ZEEKR reserves its right to change the technical content of this manual provided that a prior notice is served upon the customer to better serve the functionality of ZEEKR cars..

Within the validity period of warranty, if you resell your vehicle to another person, please be sure to hand over this manual to the new owner.

We remind you that any modification to your vehicle by yourself is possible to affect its mechanical performance, safety performance or service life. ZEEKR is irresponsible for relevant quality problem caused by any unauthorized modification.

Welcome to make valuable suggestions on ZEEKR quality and after-sale service.

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Contact Us

Your satisfaction is our primary concern. ZEEKR Authorized Dealers have the knowledge and tools to keep your ZEEKR Vehicle in good condition. If you have any questions or complaints regarding the service of your ZEEKR Vehicle, we recommend you to take the following steps:

STEP 1

Discuss the matter with your ZEEKR Authorized Dealer calling 800 ZEEKR (800 93357) in UAE. This is the quickest and best way to resolve your problems.

If the matter has already been reviewed with the SALES or SERVICE MANAGER, contact the DEALER PRINCIPAL of the dealership or its GENERAL MANAGER

STEP 2

If you feel that you still need assistance after taking STEP 1, please contact the ZEEKR Authorized Dealer for your area. Moreover, please note that ZEEKR does not prevent nor limit the Customer to take any procedures that the local law may provide in case of any unsolved issue.

They will need the following information to fully assist you.

1. Your name, address and telephone number
2. Year and model of vehicle
3. Vehicle Identification Number (VIN)
4. Purchase date and current mileage
5. Your dealer's name and location
6. Your question or complaint

Warranty coverage

The warranty covers the parts that need repair or replacement when the defect is of a manufacturing nature or is related to the manufacturing process. You pay nothing for these repairs. Repair and adjustment covered by the warranty will be completed in the ZEEKR Service (Experience) Center or ZEEKR Authorised Service Center, which along with the used parts and labor are free of charge.

When you transport your vehicle to the ZEEKR Service (Experience) Center or the Authorised Service Center, please leave reasonable and sufficient time for the repair. ZEEKR Service (Experience) Center will repair and return your vehicle in the time agreed upon in a separate document signed by you. For repairs and additional work not covered by the warranty that emerges while performing maintenance, we shall contact you for a cost estimation and your approval before proceeding.

For more details about warranty, please contact the ZEEKR Service (Experience) Center or ZEEKR Authorised Service Center.

Warranty coverage region for your ZEEKR vehicles

The warranty certification given to the vehicle is valid in GCC countries, which have ZEEKR Authorized Dealer.

If the vehicle owner intends to take his/her vehicle out of the borders of any of the aforementioned countries, we recommend contacting a ZEEKR Authorized Dealer representative in your country for more information.

BEV Powertrain Systems Warranty

Unless the applicable local law provides otherwise, the high voltage battery, electric drive system, high voltage and low voltage charging system assembly of the BEV Powertrain Systems are warranted for **96 months or 160,000 km (whichever comes first)** from the delivery date of the vehicle.

High voltage battery capacity

Note!

Unless the applicable local law provides otherwise, the lithium-ion battery (high voltage battery) will experience gradual capacity loss over time and use, which is considered normal wear and tear.

Under normal conditions, the high voltage battery capacity shall be with minimum 70% retention of High Voltage Battery capacity over the warranty period.

For warranty claims specific to Battery capacity, the replacement Battery will be in a condition appropriate to the age and mileage of the vehicle sufficient to achieve or exceed the minimum Battery capacity for the remainder of the warranty period of the original Battery. Note that the vehicle's range estimates are an imperfect measure of Battery capacity because they are affected by additional factors separate from Battery capacity, for instance, driving style, road and driving conditions, frequency and mode of charging, etc. The measurement method used to determine Battery capacity, and the decision of whether to repair, replace, or provide reconditioned or re-manufactured parts, and the condition of any such replaced, reconditioned or re-manufactured parts, are at the sole discretion of ZEEKR. However, where ZEEKR fails or is unable to make the necessary repair, ZEEKR shall replace any parts from the same category and with the same specifications.

Therefore, this warranty does not cover the loss of high voltage battery capacity within the aforementioned ranges and does cover repairs needed to return the battery to the aforementioned ranges of capacity.

Note!

Please refer to the User Manual for the rated capacity and maintenance of the power battery.

Vehicle warranty

The warranty is divided into various warranty period, which includes vehicle warranty, parts/accessories warranty, wear/tear parts warranty.

Zhejiang ZEEKR Intelligent Technology Co., Ltd (hereinafter referred to as ZEEKR) only authorizes ZEEKR Service (Experience) Center or ZEEKR Authorised Service Center to provide genuine repair service. ZEEKR recommends that all warranty repairs be performed in



ZEEKR Service (Experience) Center or ZEEKR Authorised Service Center. ZEEKR is not responsible for any consequences or loss caused by warranty repairs performed by any non-ZEEKR certified third party. You shall assume responsibility for such consequences.

Vehicle Warranty Period

Unless the applicable local law provides otherwise, the vehicle warranty is for **60 months or 120,000 km (whichever comes first)** from the delivery date of your vehicle.

Paint warranty

Unless the applicable local law provides otherwise, the paint warranty period for the vehicle's body panel is the same as the vehicle General Warranty Period, provided that the paint damage is caused by a manufacturing defect.

Anti-Corrosion warranty

Unless the applicable local law provides otherwise, the anti-corrosion warranty period for the vehicle's body panel commences is the same as the vehicle General Warrant Period, provided that the corrosion is caused by a manufacturing defect.

Note!

The term "vehicle body" specifically excludes components such as wheels and accessories like styling strips, bumpers, ornaments, and hinges.

Towing policy under warranty

During the vehicle General Warranty Period, we will provide telephone consultation and repair services in case of any product quality issues or serious safety performance failures that may jeopardize the safe operation or halt the vehicle completely. If the problem cannot be resolved through telephone consultation, we will arrange on-site services (including towing the vehicle to the nearest ZEEKR Authorized Dealer). If the issue is determined to be a defect in vehicle manufacturing or design, we will cover the towing costs. Please note that if the towing service is required due to your failure to use the vehicle as instructed (e.g. run out of battery), we will not be liable for the towing costs.

Parts and accessories warranty

In addition to the vehicle warranty, which covers parts supplied as original equipment when the vehicle was purchased, there is a separate parts and accessories warranty for genuine ZEEKR parts and accessories purchased from a ZEEKR Service (Experience) Center or ZEEKR Authorised Service Center.

ZEEKR strongly advises that you use genuine ZEEKR parts and accessories to maintain your vehicle. Genuine parts are used to assure the safety and high quality of your vehicle.

Parts and accessories warranty period

Unless the applicable local law provides otherwise, the warranty of ZEEKR genuine parts and accessories (excluding wear and tear parts) sold by a ZEEKR Service (Experience) Center or through a ZEEKR Authorised Service Center is for **24 months or 20,000 km (whichever comes first)** from the issuance date of the purchase invoice.

The genuine spare parts installed on the vehicle by ZEEKR Authorization Service Center enjoy the warranty.

Definition of genuine spare parts: The parts that are provided by ZEEKR or approved for use by ZEEKR.

Wear and tear parts warranty

Unless the applicable local law provides otherwise, wear and tear parts warranty starts from the purchase invoice issue date and continues for the period as shown below:

Item	Parts	Warranty period (whichever comes first)
1	Air conditioning filter element	6 months or 10,000 km
2	Brake pad	6 months or 10,000 km
3	Tires	6 months or 10,000 km
4	Battery (12V)	12 months or 20,000 km
5	Battery for remote control key	12 months or 20,000 km
6	Bulb	6 months or 10,000 km
7	Wiper blade	6 months or 10,000 km
8	Fuse and conventional relays (excluding integrated control unit)	12 months or 20,000 km

Non-warranty coverage

Normal service

Unless they are performed as part of a warranty repair, services such as: cleaning and polishing, minor adjustments, lubrication, oil/fluid changes, cabin filter element changes, anti-freeze coolant changes, wheel alignment and tire rotation are not included in the warranty.

Factors beyond the manufacturer's control

Examples of these factors include, but are not limited to:

- Accidents and events that damage your ZEEKR vehicle such as collision, fire, theft, riot.
- Abuse of ZEEKR vehicles, such as driving on curbs or other dangerous objects, overloading the vehicle, racing, or failure to operate, use, maintain, maintain, or repair the vehicle according to the requirements of this manual.
- Alteration, removal and installation, modification, tampering, rewiring.
- Damage caused by the installation/use of any part that is not equivalent to the ZEEKR genuine part in quality of material.
- Consumer induced damage caused by fluid spills, burns in carpet, seats, trim or other damage that is not considered a defect in material.
- Paint damages or defects caused by exposure to harsh environment or by installing an accessory.
- Damage caused by installing inappropriate tires (wrong size, etc.).
- Using vehicles for special purposes or conditions such as competitions, performances, experiments, military operations, etc.
- Vehicle damage resulting from improper handling or not stopping the vehicle use as instructed by this manual after a failure occurs.
- Vehicle damage resulting from force majeure events, such as earthquake, flood, hail, gravel, storm, lightning, industrial smoke, radioactive substances, gum, acid rain, chemical gases or other chemicals in the atmosphere, corrosive substance, etc.
- Damage resulting from improper or criminal behavior of the owner, vehicle user, or any

third party.

- Any direct or indirect failure or damage caused by a third party that is not authorized by ZEEKR to repair and maintain ZEEKR vehicles.

Extra expenses

The warranty does not cover any economic losses or additional expenses that are not required by national laws and regulations and is not attributed to negligence or failure on the part of ZEEKR. This includes, but is not limited to, the following situations:

- Inconvenience caused
- Lodging, meals, or other travel expenses
- Vehicle rental.
- Vehicle transport/storage.
- Loss caused by unusable vehicle.
- Time cost
- Any other expenses or damage compensation

High Voltage Battery

This warranty does not cover damage or failures resulting from or caused by:

- Physically or intentionally damaging the High Voltage Battery, which results in reduced battery life.
- Opening the power battery casing or modifying, disassembling, removing, or adjusting the High Voltage Battery without permission from ZEEKR.
- Failure to charge the vehicle as instructed in this manual.
- Use of incompatible charging equipment.

NOTE!

- Normal wear and tear will cause the lithium-ion battery (High Voltage Battery) to lose some of its capacity over time and with usage.

Things to know about the warranty

Importance of proper vehicle

You are responsible for following the instructions in the manual and servicing your vehicle as required. You can avoid unnecessary repair costs by using and servicing your vehicle according to the manual. This may help you get a better price when you decide to sell it

Warranty and service records

Ensure that receipts for completed service work are kept. Keeping your receipts can help you prove that you have serviced your vehicle regularly and that any failure is not caused by your negligence, but by a flaw in the material or the manufacturing process.

Production changes

ZEEKR and ZEEKR Service (Experience) Center reserve the right to modify unsold vehicles at any time and have no obligation to make the same or similar modifications on vehicles sold before.

Pre-delivery inspection

Before your vehicle left the factory, it was thoroughly inspected according to ZEEKR specifications. In addition, ZEEKR Service (Experience) Center ensures the quality of every vehicle before delivery and verifies the condition of the vehicle with the owner at the time of delivery.

Warranty Service, other places

Within the specified authorized warranty coverage region, any nearest ZEEKR Service (Experience) Center or ZEEKR Authorised Service Center for service, maintenance and warranty. Please bring your service records, receipts and other such documents. ZEEKR Service (Experience) Center will continue to provide the best maintenance and service to your vehicle.

Recycling

Recycling all parts of your vehicle in the best possible way in accordance with the applicable

laws and regulations is good for the environment. When your vehicle is no longer usable, you should take it to a recycling agency that is certified or approved or as the law may require.

Instructions for service



Time for service

The maintenance interval is determined based on the time and mileage. Under normal circumstances, the maintenance interval is determined by the mileage. However, time is also a decisive factor. For example, if your vehicle only travels a short distance each year, it should still receive maintenance. In this case, time is the decisive factor. However, if your vehicle travels a long distance, then the maintenance interval depends on the mileage.

No maintenance or improper maintenance will void the warranty and may result in vehicle damage or fault, high repair fee will be charged. When the service interval is reached, relevant prompts will pop up on the instrument display. If this happens, contact a ZEEKR Service (Experience) Center or ZEEKR Authorised Service Center to make a maintenance appointment.

If the general maintenance period has passed and the vehicle hasn't been maintained, prompts will pop up on the instrument display to remind you to maintain your vehicle as soon as possible.



Intelligent maintenance reminder

ZEEKR intelligent driving analysis system will provide a most appropriate mileage for maintenance based on driving condition and your personal driving habit. So ZEEKR recommends that you service your vehicle as instructed herein and as the schedule provided by the intelligent maintenance system to keep the vehicle in a good condition.



Where to go for maintenance/service

It is important to have your vehicle serviced regularly at a ZEEKR Service (Experience) Center or ZEEKR Authorised Service Center to maintain it in a good condition. ZEEKR has developed a complete service program for your vehicle.

ZEEKR recommends to have your vehicle transported to the ZEEKR Service (Experience) Center or Authorised Service Center for maintenance and service no matter the warranty

expires or not. Transporting your vehicle to the ZEEKR Service (Experience) Center ensures that all your service needs can be satisfied. Technicians in the ZEEKR Service (Experience) Center and Authorised Service Center are specifically trained to proficiently perform maintenance and repair procedures on your vehicle.

ZEEKR strongly advise that you use genuine ZEEKR parts to maintain and service your vehicle. Genuine parts are tested by ZEEKR and its reliability and safety are ensured



Service items

The following table lists the general maintenance items that are necessary for your vehicle. Your service technician may recommend more items if necessary after inspecting your vehicle. For services not included in your warranty, your approval must be obtained prior to implementation.

NOTE!

■ ZEEKR recommends to have your vehicle serviced and checked in the ZEEKR Service (Experience) Center or Authorised Service Center every 12 months or 20,000 km (whichever comes first).

Vehicle Systems	Service Items	Service Interval
Brakes	Bake fluid(a)	Every 24 months
Air conditioner	A/C filter element(a)	Every 12 months/ Every 20,000 km
Cooling system	Coolant	Every 48 months
Driveline	Reducer oil	Every 40,000 km

- a) In the harsh driving conditions, the recommended service interval is half of the stated time and mileage in the regular driving conditions. For example, the brake fluid should be replaced every year if the vehicle is driven in a hilly or humid region.



Special serious driving conditions

Examples of these factors include, but are not limited to:

- Driving for a short distance frequently.
- Driving in a dusty or sandy area.
- Frequently braking during driving.

- Driving on a road covered with salt.
- Driving in a hilly area.
- Driving with a low speed frequently.
- Driving in an extremely cold or hot condition.

Storing the vehicle

The vehicle should be stored in a cool, ventilated, clean and dry environment. Parking the vehicle in a closed and humid environment for a long time can speed up the rusting and aging of vehicle parts. Follow the instructions and requirements of the Instructions for service to maintain the vehicle timely and regularly.

Maintaining and servicing the high voltage battery

When using the high voltage battery, which is a vital part of the electric vehicle, please pay attention to the following notes and limitations:

- Do not park your vehicle in a place with heat resources.
- Keep the vehicle dry and avoid prolonged parking in wet environments like flooded parking lots.

For long-term storage of more than 3 months, please adhere to these maintenance suggestions for the vehicle:

- Before parking, maintain SOC at 50% to 70%.
- Every three months, you need to charge the battery fully and then drain it to 50%~70%.

WARNING

■ Only professionals can touch, move, disassemble, removal and modify the high voltage battery and the corresponding high voltage cables, or other parts that have high voltage warning symbols.

■ In case of fire in the vehicle or the high voltage battery, quickly move to a safe distance from the vehicle. Use a fire extinguisher that is designed for electrical fires. Do not use water or inappropriate fire extinguishers, as they may cause electric shock.

NOTE!

Power batteries have a limited service life. How long the high voltage battery lasts depends on how you drive and the driving conditions.

Special Oil and Liquid

Item	Special Oil and Liquid
Coolant	ZEEKR-approved glycol-type coolant
Reductor oil	DEXRON VI
Brake Fluid	DOT 4
Windshield Washer Fluid	Windshield washer fluid uses water of hardness lower than 205g / 1,000kg or water solution with appropriate additive.
A/C Refrigerant	R134a



ZEEKR recommends that Special Oil and Fluid changes are carried out at an authorized ZEEKR Service (Experience) Center.

Periodical Maintenance Record

Periodical maintenance	20,000KM (or) 12 Month
Date of this maintenance: ____ (month) ____ (day)	
Mileage of this maintenance:	
Date of next maintenance: ____ (month) ____ (day)	
Mileage of next maintenance:	
Service station signature and stamp:	

Periodical maintenance	60,000KM (or) 36 Month
Date of this maintenance: ____ (month) ____ (day)	
Mileage of this maintenance:	
Date of next maintenance: ____ (month) ____ (day)	
Mileage of next maintenance:	
Service station signature and stamp:	

Periodical maintenance	40,000KM (or) 24 Month
Date of this maintenance: ____ (month) ____ (day)	
Mileage of this maintenance:	
Date of next maintenance: ____ (month) ____ (day)	
Mileage of next maintenance:	
Service station signature and stamp:	

Periodical maintenance	80,000KM (or) 48 Month
Date of this maintenance: ____ (month) ____ (day)	
Mileage of this maintenance:	
Date of next maintenance: ____ (month) ____ (day)	
Mileage of next maintenance:	
Service station signature and stamp:	

Periodical maintenance **100,000KM (or) 60 Month**

Date of this maintenance: ____ (month) ____ (day)

Mileage of this maintenance:

Date of next maintenance: ____ (month) ____ (day)

Mileage of next maintenance:

Service station signature and stamp:

Periodical maintenance **140,000KM (or) 84 Month**

Date of this maintenance: ____ (month) ____ (day)

Mileage of this maintenance:

Date of next maintenance: ____ (month) ____ (day)

Mileage of next maintenance:

Service station signature and stamp:

Periodical maintenance **120,000KM (or) 72 Month**

Date of this maintenance: ____ (month) ____ (day)

Mileage of this maintenance:

Date of next maintenance: ____ (month) ____ (day)

Mileage of next maintenance:

Service station signature and stamp:

Periodical maintenance **160,000KM (or) 96 Month**

Date of this maintenance: ____ (month) ____ (day)

Mileage of this maintenance:

Date of next maintenance: ____ (month) ____ (day)

Mileage of next maintenance:

Service station signature and stamp:

Periodical maintenance **180,000KM (or) 108 Month**

Date of this maintenance: ____ (month) ____ (day)

Mileage of this maintenance:

Date of next maintenance: ____ (month) ____ (day)

Mileage of next maintenance:

Service station signature and stamp:

Periodical maintenance **200,000KM (or) 120 Month**

Date of this maintenance: ____ (month) ____ (day)

Mileage of this maintenance:

Date of next maintenance: ____ (month) ____ (day)

Mileage of next maintenance:

Service station signature and stamp:

Periodical maintenance **220,000KM (or) 132 Month**

Date of this maintenance: ____ (month) ____ (day)

Mileage of this maintenance:

Date of next maintenance: ____ (month) ____ (day)

Mileage of next maintenance:

Service station signature and stamp:

Periodical maintenance **240,000KM (or) 144 Month**

Date of this maintenance: ____ (month) ____ (day)

Mileage of this maintenance:

Date of next maintenance: ____ (month) ____ (day)

Mileage of next maintenance:

Service station signature and stamp:

ZEEKR Service Stations List

AWR ELECTRIC MOBILITY L.L.C

Customer Care Number : 800 ZEEKR (800 93357)

Dubai:

Al Ittihad Road, Opp Dnata, Deira, Dubai

Geo Code: 25.258572640700255, 55.33408654119237

Abu Dhabi:

MW 5 - 7th Street

Musaffah , Abu Dhabi

Geo Code : 24.336944470621553, 54.47281544992257