



JH Global Services, Inc.
Dealer Warranty Manual T1000
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STAR EV and JH Global Golf Car Accessories
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JH Global Services, Inc.

Dealer Warranty Manual T1000

This is a proprietary document between JH Global and its Suppliers and must not be disclosed to anyone for any reason without written permission from JH Global Quality Manager.



Document Revision History

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1.0 Scope

The Dealer Warranty Manual has been written for the JH Global Services, Inc. (hereafter referred to as JH Global) dealer, distributor, or value-added reseller only. This encompasses both the STAR EV and JH Global Golf Car Accessories brands. This manual is not a Warranty Policy. This manual is not all inclusive. The Warranty Policy provided to you by the JHG Technical Services Department takes precedence and priority over this manual.

2.0 Foreword

Please take a moment to protect your investment and ensure that your STAR EV provides your customers with years of reliable, superior performance by completing and returning your STAR EV Warranty Registration. The Warranty Registration must be on file with JH Global Technical Services to receive warranty benefits.

The comfort and safety of you and your end use customers are important to JH Global. We urge you to read and follow the instructions of the Owner's Manual provided with each car in conjunction with this Dealer Warranty Manual.



3.0 Abbreviations, Terms, and Definitions

Accessories: any number of cosmetic items that can be purchased and added to the STAR EV vehicle after delivery in order to make it more useful, versatile, and/or attractive to the consumer.

Accessories Warranty: the warranty for accessories only purchased through JH Global Parts & Accessories Department, and is usually valid 90 days or less.

Caustic Environment: an environment that is corrosive, capable of burning, and is harmful to materials and life.

Certified Dealer: any authorized STAR EV Dealer that currently has a trained Technician on staff who has attended the STAR EV Technical Training within the last three (3) years.

CFR: the Code of Federal Regulations (CFR) is the codification of the general and permanent rules and regulations published in the Federal Register by the executive departments and agencies of the federal government of the United States.

Corrosive Environment: an environment whereby interaction with materials will promote deterioration.

Dealer: the person or business authorized to represent STAR EV in the marketing and selling of STAR EV products and/or services.

Dealer Equipped: any item purchased separately through JH Global Golf Car Accessories that the Dealer installs onto a STAR EV vehicle after delivery of the vehicle.

Dealer Installation: refer to Dealer Equipped

Dealer Types: JH Global has three (3) levels of Dealers for our vehicles, products, parts, and accessories; namely, Vehicle Dealer, Parts Dealer (or Value-Added Reseller), and Servicing Dealer.

Factory Equipped: any item or items installed by the manufacturer of the original equipment, that is, the parts assembled and installed during the construction and/or assembly of a new STAR EV.

Factory Installed: refer to Factory Equipped

FMVSS: Federal Motor Vehicle Safety Standards (FMVSS) are U.S. federal regulations specifying design, construction, performance, and durability requirements for motor vehicles and regulated Automobile safety-related components, systems, and design features.

Limited Warranty: as its name implies, a **limited warranty** is **limited** to the specified part(s), certain types of defect(s), or other condition(s). For example, JH Global's 48 month limited warranty applies to STAR EV chassis and suspension only; whereas, bumper-to-bumper has a 24 month warranty; and, parts and accessories are limited to 90 days; hence, limited warranty.

LSV: Low Speed Vehicle

Parts: any number of functional items that can be purchased and added to or if needed, replace another part on the STAR EV after delivery of vehicle in order to make it more useful, versatile, and/or attractive to the consumer.

Parts Dealer: an authorized JH Global and STAR EV parts and accessories dealer.

Parts Warranty: the warranty for accessories only purchased through JH Global Parts & Accessories Department; and, is usually valid 90 days or less.

PDI: Pre Delivery Inspection



PTV: Personal Transport Vehicle

Service Dealer: an entity who, by contract, is obligated to provide Warranty Service to specific STAR EV vehicle(s).

Sub-Dealer: a Dealer that purchases a STAR EV vehicle and/or product from an authorized JH Global Dealer for the purpose of reselling STAR EV vehicles and/or products. Sub-Dealerships are not approved nor recognized by JH Global.

Value-Added Reseller: refer to Parts Dealer

Vehicle Dealer: an authorized STAR EV vehicle dealer.

Vehicle Warranty: warranty that covers the STAR EV vehicle only.

Warranty: a written guarantee issued to the purchaser of an article by its manufacturer, promising to repair or replace it if necessary within a specified period of time within specified guidelines pertaining to the vehicle, part and/or accessory.



4.0 Dealer Warranty Manual Introduction and Explanation

- 4.1 The Dealer Warranty Manual formally communicates to all STAR EV and JH Global Golf Car Accessories Dealers that the Dealer's first point of contact must be with JH Global's Technical Services Department with regard to any Warranty Policy and/or Warranty Claim.
- 4.2 The Dealer Warranty Manual links JH Global's Suppliers and Dealers with our Sales, Technical Services, Supply Chain Management, and Quality Teams. It also creates the mindset necessary for positive and professional communications between applicable parties for solving problems; and, equipping our Supply Chain Management, Production and Quality Teams with the information necessary to simplify and streamline processes and corrective actions required for maximum productivity. It aims to deliver maximum benefit with minimum effort for the greater JH Global family and partners (Suppliers and Dealers).
- 4.3 The information contained in this document is subject to change without notice.
- 4.4 JH Global reserves the right to make changes to vehicles without obligation to make these changes on units previously sold.
- 4.5 JH Global is implementing, revising and/or expanding our robust and comprehensive Quality Management System (QMS); and this document forms part of that QMS.
- 4.6 JHG's QMS imposes tighter controls and restrictions upon our Suppliers. This is necessary in order for JHG to offer our Dealers and Distributors a forty-eight month (48) month limited warranty.

4.7 **Warranty Claim Form**

Dealers will need to fill out the online Warranty Claim Form as clearly and completely as possible.

Factory installed parts and accessories to be claimed on a vehicle's warranty must be submitted in the vehicle warranty section with all the required information. Vehicle Warranty claims will include a labor credit.

Warranty claims for dealer installed/purchased parts and accessories purchased from JH Global are to be submitted in the Accessory Part Warranty section. Accessory Part Warranty claims will NOT include a labor credit.



5.0 Warranty Notice

- 5.1 No other warranties, express or implied, are contained herein.
- 5.2 Sub-Dealer agreements are not recognized nor honored by JH Global.
- 5.3 The STAR EV Limited Warranty applies to the original buyer to whom the electric vehicle was sold.
- 5.4 The STAR EV Limited Warranty is not transferrable and no warranty applies that cannot be authenticated.
- 5.5 STAR EV does not warranty batteries. Battery Warranty is administered by the battery manufacturer.
- 5.6 To request repairs or to request spare parts under warranty, the dealer will provide the Product Warranty Registration as proof of sale. For vehicles, the sale must have been made within the last 24 months not to exceed 30 months from the time of vehicle delivery.
- 5.7 STAR EVs and JH Global products are backed by a customer support system designed to offer our Dealers fast and courteous service. In the event that your customers request repairs or service directly from JH Global Technical Services, the JH Global Technical Service Representative will recommend that your customers start by first contacting the authorized STAR EV representative where they purchased their vehicle, or the closest dealer. Warranty service is available at any authorized STAR EV Dealer.
- 5.8 JH Global performs Final Quality Inspections on the vehicle(s) delivered to your Dealership. In turn, JH Global expects our Dealers to perform a PDI (Pre-Delivery Inspection) on all product sold and/or delivered to their customers. As part of the Good Faith Rule, JH Global Technical Services requires that you provide a copy of the Dealer PDI along with the Warranty Registration Card. Having this information on file at JH Global will help to facilitate any Warranty process when communicating with JH Global Technical Services.
- 5.9 JH Global confirms that the vehicles were manufactured and/or assembled in accordance with the current safety requirements and quality standards applicable to the product our Dealers have decided to market and sell.
- 5.10 STAR EV's limited 48 month warranty covers manufacturing defects in materials and workmanship when the product is used in its normal (fit for use) conditions.
- 5.11 The following items should be returned to JH Global within thirty (30) days of replacement part arriving. The return slip will be provided to the Dealer via a slip attached to the outside of the new warranty part.
 - a) Motors
 - b) Controllers
 - c) Chargers
 - d) All Other Requested Items
- 5.12 **What our warranty doesn't cover**
STAR EV's Limited Warranty does not cover damage caused by:
 - normal wear and tear
 - accidents
 - abusive use
 - negligence
 - the consequences of failing to comply with the STAR EV Owner's Manual

Examples of normal wear and tear include wheels and fabric worn down by regular use, and the natural breakdown of colors and materials over an extended period of time and use.



5.13 In the event of technical or warranty issues:

- a) The DEALER IS THE FIRST POINT of contact for the BUYER.
- b) The DEALER's FIRST POINT of contact after the sale is JH Global's Technical Service Department

5.14 Typical Warranty Rates

Typically JHG – STAR EV pays \$45.00 per hour labor rate for standard labor times for car repair; and, \$55.00 per hour labor rate for standard labor material handling.



6.0 Dealer Responsibilities

- 6.1 Read, review and understand the Dealer Warranty Manual in addition to the STAR EV Owner's Manual(s) and Warranty Policy.
- 6.2 The Dealer's technician will assist JH Global's Technical Services Group during over-the-phone problem diagnosis in order to help substantiate a warranty condition. A course of action will be determined by JH Global's Technical Services Group if repair or replacement is deemed necessary. JH Global's Technical Services Group determines liability under this warranty and will be limited to the repair or replacement of any part or parts that may prove to be defective.
- 6.3 Warranty Protocol Recap
 - a) Buyer of vehicle, parts and/or accessories contacts the STAR EV / JH Global Golf Car Accessories Dealer first
 - b) Dealer contacts JH Global's Technical Service Department
 - c) After a thorough review of warranty request, JH Global's Technical Service Department will determine whether or not to accept or deny a warranty claim
- 6.4 The Dealer is responsible for dating, signing, and returning the Acknowledgement Page of this manual indicating that they have read, reviewed, and understood the principles implied by this manual. Only Dealers that have signed and returned the Acknowledgement Page of this manual will be honored.
- 6.5 Dealers are responsible for completing and returning the Pre-Delivery Inspection (PDI) to JH Global's Technical Services within 30 days of receipt of their STAR EV product to include any legitimate discrepancies.
- 6.6 Only Certified Dealers are eligible for the PDI Labor Rate Rebate of 0.5 hr if and only if the PDI is processed and returned by the Certified Dealer and a legitimate claim filed by the Certified Dealer.
- 6.7 Dealers are responsible for any damages incurred due to the Dealer's improper off-loading of STAR EV product.
- 6.8 All shipping-related damages must be noted on the Bill Of Lading (BOL) prior to the delivery truck leaving the Dealer's facility at the time of delivery.
- 6.9 Blemishes, missing parts and/or items, or broken parts that are not shipping-related must be claimed within three (3) days following the delivery of the STAR EV product to the Dealer's facility.



7.0 Disclaimer and Limitation of Damages

- 7.1 THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, TO THE EXCLUSION OF ANY AND ALL OTHER WARRANTIES OR REPRESENTATIONS THAT MAY BE EXPRESSED OR IMPLIED BY ANY LITERATURE, PACKAGING, SAMPLES, MODELS, DATA OR PERSONS.
- 7.2 JH GLOBAL / STAR EV DOES NOT ASSUME, NOR DO WE AUTHORIZE ANY EMPLOYEE, AGENT, OR OTHER PERSON TO ASSUME FOR US, ANY OTHER RESPONSIBILITY OR LIABILITY IN CONNECTION WITH THE SALE OF THE GOODS COVERED HEREBY.
- 7.3 JH GLOBAL / STAR EV HEREBY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE. MANUFACTURER'S MAXIMUM LIABILITY HEREUNDER SHALL NEVER EXCEED THE COST OF THE PRODUCT.
- 7.4 JH GLOBAL IS NOT RESPONSIBLE OR LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES RESULTING FROM THE USE OF THE GOODS COVERED HEREBY OR ANY BREACH OF WARRANTY OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY, LOST PROFITS OR GOODWILL, LOSS OF TIME, INCONVENIENCE, LOST FUEL, LOST SAVINGS, LABOR CHARGES, OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES WITH RESPECT TO PERSONS, BUSINESS OR PROPERTY WHETHER AS A RESULT OF BREACH OF WARRANTY OR OTHERWISE. THIS WARRANTY IS LIMITED TO THE PRECISE TERMS SET FORTH ABOVE, AND PROVIDES EXCLUSIVE REMEDIES EXPRESSLY IN LIEU OF ALL OTHER REMEDIES.



Dealer Acknowledgement Receipt Form

Please return this signed sheet to JH Global’s Technical Service Director within fifteen (15) days of receipt via email at: brianmcclean@jhglobalinc.com

We (The Dealer) hereby confirm that we have received, read, and understand JH Global’s Dealer Quality Manual (T1000) as well as JH GLOBAL’s Limited Warranty expectations.

We understand that this manual defines the overall warranty targets for the products that are purchased from JH Global as well as the procedures of working with JH Global’s Technical Services Department pertaining to warranty claims.

We understand that it is the Dealer’s responsibility to ensure that only the latest revision of this Dealer Warranty Manual is used and that periodically JH Global will provide revisions and updates.

We understand that it is the Dealer’s responsibility to deploy this manual in current and future facilities that may be working with JH Global’s Technical Services Department.

The latest revision can be obtained from JH Global’s Technical Services and/or Quality Manager.

Dealer’s Representative’s Name: _____
 Print Name Sign Name

Dealer’s Representative’s Title: _____
 Title

Date this Manual was signed: _____
 Date