

**2018 NEW VEHICLE  
LIMITED WARRANTY—  
REDSHIFT EX**



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## **LIMITED WARRANTY – 2018 ALTA MOTORCYCLES**

Congratulations on the purchase of your new Redshift EX! We are excited to welcome you to our family. We have provided this document to help you understand how we will support you and your machine as you take on the urban and the off-road world. Faster Faster, Inc. dba Alta Motors ("Alta") will provide repairs to a 2018 Redshift EX vehicle during the applicable warranty period in accordance with the terms, conditions and limitations defined in this Alta Motors 2018 Redshift EX New Vehicle Limited Warranty ("Limited Warranty").

Original and subsequent owners of the covered 2018 Alta Motorcycle Models - the Redshift EX ("2018 Alta Redshift EX") - are covered by this Limited Warranty for the Warranty Period.

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## WARRANTY PERIOD

This Limited Warranty is applicable on the frame for the duration of 12 months and on the electrical powertrain for the duration of 24 months from the date of the original purchase of the 2018 Alta Redshift ("the Warranty Period").

Alta's authorized dealers are required to complete a vehicle warranty registration form at the time of purchase to confirm the commencement of the Warranty Period and the activation of this Limited Warranty.

## COVERED COMPONENTS

This Limited Warranty covers the following items (each, a "Covered component"):

- The frame, mechanical drivetrain, swingarm, and low voltage electrical system of the 2018 Alta Redshift EX.
  - \* The frame is defined as the main structural element of the motorcycle including the swingarm.
  - \* The mechanical drivetrain is defined as parts which are integral to the propulsion of the vehicle within the motor case including shafts and gears.
- The electrical powertrain, including the battery pack, motor, inverter and cooling system of the 2018 Alta Redshift EX.
  - \* The powertrain is defined as parts which are integral to the electric propulsion of the vehicle within the battery and motor, in addition to inverter and related high-voltage systems.

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All lithium-ion batteries experience a normal and gradual decrease in energy or power with time and use. Alta's Limited Warranty covers repairs and/or replacement of battery packs that have a reduction of energy greater than 20% of nominal storage capacity within the standard warranty period. The battery capacity measurement, vehicle data logs and evaluation must be obtained and performed at an Alta authorized dealer.

This Limited Warranty covers battery packs that comply with "proper use" and under "normal conditions" as outlined in the Alta Motors 2018 Redshift EX owner's manual. This includes but is not limited to:

- Operating the 2018 Alta Redshift EX in conditions and manner intended as described in the owner's manual.
- Storing the vehicle at a minimum of 50% charge.

Please see the owner's manual for best practices and tips for prolonging battery life.

No other components of the 2018 Alta Redshift EX are covered by this Limited Warranty.

During the Warranty Period and subject to the Exclusions, Alta will repair or replace, without charge, any Covered Components found by a certified Alta technician or dealer to be defective in material or workmanship. Alta Motors reserves the right to repair or recondition any component as it sees fit instead of replacing it.

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## EXCLUSIONS

This Limited Warranty does not apply to the following items and conditions (collectively, "Exclusions"):

- Normal wear items including, but not limited to: brake pads, bearings, user controls and switches, drive chain and sprockets, suspension seals, and rubber items such as tires, tubes, and hand grips.
- Defects due to modifications, alterations, or installation of parts, accessories, or lubricants performed by anyone other than an approved Alta dealer or technician.
- Defects due to service or repairs performed on any part of a 2018 Alta Redshift EX by any unauthorized person or company.
- Defects due to neglecting the maintenance schedule recommended and specified by Alta in the 2018 Alta Redshift EX's Owner's Manual.
- Defects due to intentionally tampering with, damaging or opening the battery pack or any of the electrical powertrain components. This will immediately void the Limited Warranty covering the battery pack and electrical powertrain.
- Defects due to anyone - either an owner or an Alta-approved dealer - attempting to change the performance of the powertrain outside of uploading the latest release of software or firmware explicitly approved by Alta.
- Defects due to either ignoring warning lights displayed by the bike, or by not immediately bringing the 2018 Alta Redshift EX to an authorized repair facility once a warranty-protected defect on the 2018 Alta Redshift EX is discovered.

- Defects due to an accident, collision, or crash.
- Defects due to abuse, vandalism, natural disaster, water, fire, weather, or theft.
- Cosmetic concerns including but not limited to: scratches, dings, dents, tears, corrosion or discolorations including those resulting from improper storage or environmental exposure.
- Any 2018 Alta Redshift EX used for commercial purposes, demonstration purposes, or rental.
- Any 2018 Alta Redshift EX used in any type of competition, racing or otherwise, will not be covered under warranty.
- Defects resulting from misuse or improper operation of Alta's battery pack.
- Defects or failures due to overloading the 2018 Alta Redshift EX by exceeding the gross vehicle weight limit of 615.0 lbs.
- Defects resulting from misuse or improper operation of Alta's battery pack.
- Defects resulting from the use of any charger other than one sold or approved by Alta.
- Damage caused by altering or modifying the Alta-provided charger.
- Claims brought outside the Warranty Period.
- Claims related to any part other than a Covered Component.
- Injury arising from the unsafe or improper operation of the 2018 Alta Redshift EX.
- Failure to comply with instructions, care and maintenance requirements, warnings, and safety precautions.

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## LIMITATIONS

THE LIMITED WARRANTY DESCRIBED IN THIS DOCUMENT IS THE ONLY WARRANTY WHICH APPLIES TO 2018 ALTA REDSHIFT EX. ALTA MAKES NO OTHER WARRANTY OR GUARANTEE OF ANY KIND EXPRESSED OR IMPLIED. NO IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE OR ANY PURPOSE IS APPLICABLE TO ANY PRODUCT SOLD BY ALTA. THE BUYER AND ALL OTHER PARTIES WHO CONTRACT WITH ALTA, HEREBY SPECIFICALLY AND KNOWLEDGEABLY WAIVE ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

ALSO EXCLUDED FROM THIS WARRANTY ARE ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING LOSS OF USE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Alta reserves the right to change or improve the design of its products or services at any time, without assuming any obligation to modify any Alta products previously manufactured or sold.

THE CONTENTS STATED HEREIN ARE SUBJECT TO CHANGE WITHOUT NOTICE.

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## OWNER'S RESPONSIBILITIES

- The 2018 Alta Redshift EX must be properly maintained as per the periodic maintenance schedule outlined in the Owner's Manual.
- The owner is responsible for maintenance costs and must maintain maintenance records which Alta may review when processing a claim under this Limited Warranty.
- Warranty repairs can only be performed by an authorized Alta Motors technician at an authorized Alta service center. Repairs that might be considered under warranty which are performed by an unauthorized entity will not be compensated.
- The owner is responsible for all expenses beyond parts and labor, such as transportation, towing, and meals.
- 2018 Alta Redshift EX utilize a lithium-ion battery pack. Due to the chemistry of this battery, it will gradually lose energy or power with time and use like any rechargeable battery. The rate of energy or power loss depends on how the battery is used and stored; lower sustained temperatures and lower power discharge (less aggressive riding, especially at high speeds) will prolong battery life. There is no precise point at which the battery should be replaced, so customers may use their discretion when deciding to replace it. Contact your Alta dealer for proper disposal and replacement of the battery.

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## **TRANSFER OF OWNERSHIP AND WARRANTY**

If a 2018 Alta Redshift EX is sold before the end of the Warranty Period, it will be necessary for the prior owner to convey important operational and warranty information to the new owner. Additionally, it will be necessary for the new owner to register with Alta by contacting Alta at [service@altamotors.co](mailto:service@altamotors.co) so that Alta may contact the new owner with important information about the 2018 Alta Redshift EX.

## **OWNER'S RIGHTS UNDER STATE LAW**

This Limited Warranty gives owners of a 2018 Alta Redshift EX specific legal rights, and additional state-specific rights may apply.

## **WARRANTY PROVIDED BY:**

Faster Faster Inc. dba Alta Motors  
185 Valley Drive  
Brisbane, CA 94005

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## **OBTAINING SERVICE – 2018 ALTA REDSHIFT EX**

To receive any type of warranty service, take your 2018 Alta Redshift EX to an authorized Alta dealer during normal service hours. If you are unable to get satisfactory warranty service at an Alta dealer, or you are dissatisfied with a warranty decision, please contact Alta's Service Department at 415-896-3002.

Alta dealers only exist in the USA at this time. If you need to locate a dealer nearest to you, please do so by going to the 'Find A Dealer' page on the Alta website at: <https://www.altamotors.co/find-a-dealer/>. If you are located outside of the USA, it will be necessary to bring your 2018 Alta Redshift EX into the USA to have it serviced by an Alta-approved dealer, or your warranty may be void. Handwritten complaints may be mailed to:

Alta Service Department  
185 Valley Drive  
Brisbane, CA 94005

Stay Fast,  
The Alta Motors Team

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You have the right to go fast.  
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