



DENZA

DENZA

WARRANTY & SERVICE HANDBOOK

Welcome to



DENZA

Thank you for choosing a DENZA vehicle

Dear customer,

Thank you for choosing a DENZA vehicle. To better understand the DENZA vehicle warranty policy and enjoy the vehicle warranty rights and interests, please read the following contents carefully.

This manual applies to all variants of the EV series and DM series manufactured by BYD and sold in Australia. To maintain good performance of the vehicle, please read the following recommendations:

- a. Keep the vehicle software program at its latest version;
- b. Drive your vehicle according to the requirements indicated in the DENZA Owner's Manual;
- c. Conduct routine maintenance at a service provider that has the capability and expertise, tools and supplies tailored to your vehicle according to the schedule specified in the DENZA Owner's Manual.

This manual enables you to understand the warranty policy of DENZA and conditions for receiving the warranty service for your vehicle. Please keep this manual for your records. If you wish to sell this vehicle, please kindly provide this manual along with all records of repair and services of your vehicle to the new registered owner. Make sure to retain all documents related to routine maintenance and repairs, as they serve as important records for both you and your Service Providers. You will find a maintenance record sheet in this manual to document the maintenance performed on your vehicle.

This manual contains the most recent information as of the time of printing.

DENZA

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1

Warranty

1.1 Vehicle Identification	4
1.2 Warranty Terms and Conditions	5
1.3 Warranty Coverage and Duration	7
1.4 What is Not Covered	9
1.5 Items For Which A Charge May Be Made	12
1.6 Owner Responsibilities and Limitations	15

1.1 Vehicle Identification

Selling Dealer's Stamp:															
Date of Sale:								Date of Delivery:							
Vehicle brand: DENZA				Vehicle model:				Colour:				Vehicle type: Passenger vehicle			
V.I.N.:															
Warranty Commencement Date:						Registration Number:						Odometer reading on delivery:			
Note: The DENZA New Vehicle Warranty period commences on the date of first registration of the vehicle [except in Western Australia]. If the Vehicle is an ex-demonstrator vehicle, the DENZA New Vehicle Warranty period commences when the vehicle is registered by the Dealer and put into service as a demonstrator vehicle. A guest is entitled to the balance of the DENZA New Vehicle Warranty. In Western Australia, the warranty period begins from the Date of Delivery. If the Vehicle is an ex-demonstrator vehicle, the DENZA New Vehicle Warranty period commences on the date of purchase but kilometers are counted from when the vehicle is put into service as a demonstrator vehicle. By executing this form, the owner expressly consents and agrees that BYD, any DENZA Dealers and Authorised Service Centre are allowed to process (including but not limited to collect, store, transfer, and disclose) the information of the owners and DENZA Vehicle contained in this form both within Australia and abroad for the purpose of warranty and maintenance services. In giving such express consent, the owner confirms that they have voluntarily provided the information and such information is accurate. Keep this warranty manual in your vehicle at all times for identification purposes.															

1.2 Warranty Terms and Conditions

This document sets out the Terms and Conditions of your DENZA New Vehicle Warranty provided BYD Australia Pty Limited (BYD Australia). Under the DENZA New Vehicle Warranty, BYD Australia warrants (subject to the below Terms and Conditions) that if any part of your vehicle or a DENZA Genuine Accessory is found to be defective in factory materials or workmanship within the stated warranty period, it will be repaired, replaced or adjusted by any authorised DENZA Service Centre free of charge.

Please note that the DENZA New Vehicle Warranty does NOT cover DENZA vehicles or Genuine DENZA Accessories that have been acquired at auction or imported into Australia other than by BYD Australia.

Any consequential, direct or incidental loss or damage is not covered by the DENZA New Vehicle Warranty. Any statutory or other rights or remedies available in connection with a claim for such loss or damage should be pursued separately.

BYD Australia is required to return replaced components and/or parts to BYD Auto Industry Co., Ltd. from time to time for the purposes of audit and/or quality control. BYD Australia may also audit its authorised dealers on warranty work conducted by them on BYD Australia's behalf.

As such, where a part or component is replaced free of charge under the DENZA New Vehicle Warranty, the old replaced component and/or part will become the property of BYD Australia.

1.2.1 Owners' Rights under Australian Consumer Law

The DENZA New Vehicle Warranty applies in addition to the guarantees, rights and remedies conferred by the Australian Consumer Law and other applicable Commonwealth, State and Territory legislation. The DENZA New Vehicle Warranty does not exclude, affect or limit those guarantees, rights or remedies, except to the extent that their application may lawfully be excluded or limited.

In particular, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for 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.

1.3 Warranty Coverage and Duration

The DENZA New Vehicle Warranty period commences on the date of first registration of the vehicle [except in Western Australia]. If the Vehicle is an ex-demonstrator vehicle, the DENZA New Vehicle Warranty period commences when the vehicle is registered by the Dealer and put into service as a demonstrator vehicle. A guest is entitled to the balance of the DENZA New Vehicle Warranty.

In Western Australia - The warranty period begins from the Date of Delivery. If the Vehicle is an ex-demonstrator vehicle, the DENZA New Vehicle Warranty period commences on the date of purchase but kilometers are counted from when the vehicle is put into service as a demonstrator vehicle.

Subject to the terms and conditions set out in this Warranty and Service Handbook, the DENZA New Vehicle Warranty period is 6 years/150,000 kilometres for every new DENZA vehicle.

Please note: If the odometer reading has been altered and it is not possible to determine with certainty whether the vehicle has travelled more than 150,000 km, the DENZA New Vehicle Warranty period is deemed to have expired.

1.3.1 Power Battery and Drive Unit Coverage

The Power Battery pack and Drive Unit (Includes Drive Motor and Drive Motor Controller) are covered for a period of 8 years or 160,000 km, whichever occurs first, with a guarantee of at least 70% battery capacity retention. If a warranty repair is required, BYD will repair or replace the unit with a new, reconditioned, or remanufactured part at BYD's sole discretion.

While a replacement battery does not guarantee the vehicle will perform as new, BYD ensures that the replacement battery's capacity will be at least equal to the original battery's capacity before the failure occurred.

For additional details on maximizing battery life and capacity, please refer to the DENZA Owner's Manual.

1.3.2 Spare Parts Coverage:

For Genuine spare parts imported by BYD Australia and purchased by owners at their own expense and installed by an authorised DENZA Retailer, the warranty period is 12 months from the date of their purchase. If the warranty period of the spare part is shorter than the remaining Warranty coverage and Duration of the complete vehicle, the principle of "owner's benefit" shall be applied; and the warranty period of the part shall be extended to the remaining warranty period of Warranty Coverage and Duration.

1.4 What is Not Covered

This vehicle limited warranty policy does not cover regular maintenance items (as set out in the DENZA Owner's Manual), damage, malfunctions, or poor user experience resulting directly or indirectly from any of the following, including but not limited to:

- Normal wear and tear – The natural and gradual deterioration that occurs to a vehicle or its components consistent to the age, distance travelled and operation conditions. This includes but is not limited to steering wheels, seat covers, carpets, gear selector, door handles and surrounds, interior/exterior trims, headlamp lenses etc...
- Deterioration of rubber components, interior/exterior trims, paint and appearance items having regard to the age of the vehicle, the operating conditions and the level of care.
- Minor seeping of oil or fluids from seals and/or gaskets which cause no material decrease in the level of such fluid.
- Items designated for replacement as part of the schedule services and normal maintenance items.
- Any work carried out on the vehicle by a person other than an authorised DENZA Service Centre.
- Failure to follow correct charging procedures, resulting in parts damage.
- Failure to comply with BYD or distributor recall advisories.
- Known defects where the customer has been informed in writing before purchase.

1. Warranty

- Odometer tampering, or inability to verify mileage.
- Vehicle that has had its Vehicle Identification Number (VIN) defaced or altered.
- Accident, impact, fire, war, theft, illegal use or malicious damage by a third person.
- Damage from natural disasters (e.g., storms, floods, earthquakes).
- Water ingress from floods or deep-water wading.
- Accidents, collisions, or damage from external factors like fire or environmental contaminants.
- Vehicles deemed “total loss” by insurers or have been deemed previously an insurance write-off.
- Use of the vehicle for a purpose or under road or climatic conditions other than for which it was designed, including racing, rallying, speed trialling, hill climbing or similar activities or competitive events.
- Driver negligence, misuse, abuse (e.g., tampering, disconnection, loading or towing beyond the manufacturer’s specifications, or continuing to drive the vehicle after loss of fluids, lubricants, oils, coolants, refrigerants or water).
- Failure to stop operating the vehicle after a failure becomes apparent.
- A failure to have the vehicle serviced in strict accordance with the manufacturer’s specifications

and recommendations in DENZA Owner's manual, or a failure to have the vehicle repaired promptly in accordance with such recommendations following an accident or other damage, or after a defect becomes known or is suspected.

- Improper fuel, fluids, or lubricants, and damage from contaminants.
- Paint defects caused by abuse, neglect, or external damage. (Environmental conditions including acid rain, industrial fall-out, salt, sand, stones, tree sap, bark or leaves, bird, animal or insect droppings) or other damage, windstorm, flooding, earthquakes, landslide, hail, flood, lightning, extreme temperatures or other acts of nature)
- Product failure caused by materials or workmanship manufactured or supplied by parties other than BYD, damage due to the use of non-DENZA genuine spare parts and/or non-recommended spare parts.
- Modifications, additions or alterations (including to software) in parts to the final assembled vehicle, including changes to the body, chassis or parts which result in damage to, or failure of, the vehicle.
- Damage from unauthorized modifications or third-party conversions.
- The DENZA New Vehicle warranty does not extend to complimentary gifts, if any, provided with the vehicle.

1.5 Items For Which A Charge May Be Made

Some components in your vehicle are subject to normal wear and tear, the usage pattern and operating condition can significantly influence the life of those components.

The following list is a guide to the types of items that are ordinarily excluded from the DENZA New Vehicle Warranty, for which a charge may be made (unless the failure is caused by a defect in factory materials or workmanship, or a remedy is otherwise available under the consumer guarantees conferred by the Australian Consumer Law). The frequency of replacement, repair or adjustment will depend mainly on where your vehicle is driven, weather and atmospheric conditions, road conditions, your driving habits, and vehicle usage.

Servicing: Lubrication and maintenance servicing and all parts and fluids replaced in line with the maintenance schedule in this Handbook.

Wheel alignment and wheel balancing: The frequency of these services depends on driving conditions such as rapid starts and stops, tyre skidding, hitting potholes and curbs etc.

Tyre Warranty: The DENZA New Vehicle Warranty does not cover tyres. Tyres are covered by the express warranties provided by their respective manufacturers or suppliers and any claim for tyres should be directed to the nearest tyre supplier or manufacturer service agent.

Mechanical adjustments: Including brakes, door locks, engine tuning, headlamps, steering gear are required as a matter of normal vehicle operation. This saves early or expensive replacements.

Brake linings and clutch components: Are directly affected by driving habits and type of use and are wear and tear items. The replacement of brake and the reconditioning of brake components should be performed as required.

Fuel injectors and induction/combustion system: The removal of deposits and cleaning of injectors may be required from time to time and should be performed as necessary.

Wiper blades/Transmitter battery/Gas struts: Will have a varied life expectancy. Replacement will depend on climatic conditions and extent of use.

Paint, trim and other appearance items: Are affected by normal wear and tear and exposure to environmental conditions.

Proper care as described in your Owner's Manual can add to their appearance and durability. Damage or imperfection in paint or trim are normally apparent during pre-delivery inspection, and you should report any imperfection to your authorised DENZA Retailer immediately after purchase.

Any Paint application defects, such as overspray, low gloss, mismatch, mottling, cloudiness, runs, fish eye, pin holes, slow drying, thin paint waving, tape mark, touch up, dust or dirt in the paint will be covered by the DENZA New Vehicle Warranty for a period of 1 year.

A charge will be made for paint or trim items that require attention due to causes outside the manufacturer's control, including corrosion that occurs other than due to a defect in factory materials or workmanship, environmental conditions, and damage to trim and carpet.

1. Warranty

Body rattles and squeaks: After 12 months or 20,000 kilometres, whichever occurs first, rectification of body rattles, squeaks, general tightening, adjustment of the fit of doors, bonnet and boot etc. will ordinarily be chargeable items.

Emergency charging & discharging device: AC charging connection device and discharge electrical connection device, carries 12 months' warranty.

Suspension: Normal wear and tear of suspension and steering components such as shock absorbers, ball joints, bushes, driveshaft boots, Wheel bearing etc.

Lighting bulbs (except Light Emitting Diode (LED)): Are subject to wear and tear and operational life depends on extent and method of use.

Windscreen / glass replacement: All vehicle glass is subject to ordinary wear and tear, and exposure to environmental conditions. Cracks, damage, chips, breakage or scratches not attributable to manufacturing defects are the responsibility of the owner.

1.6 Owner Responsibilities and Limitations

- The vehicle owner is responsible for ensuring that the vehicle is operated and maintained in accordance with the instructions outlined in the DENZA owner's manual. Additionally, the owner must maintain detailed service records; Failure to adhere to the specific operation and maintenance instructions in the owner's manual may result in the voiding of this DENZA New Vehicle Warranty.
- Allow reasonable time for repairs and timely retrieval of the vehicle after service.
- Warranty exclusions apply to vehicle modifications, and customers are advised to consult third-party converters for separate warranties.
- The DENZA New Vehicle Warranty runs with the vehicle and is transferable from owner-to-owner conditional upon the standard warranty terms as explained in this handbook. If you have just purchased a used DENZA Vehicle, please complete the change of ownership form or contact details in this handbook and follow the prompts.
- Do not place any flammable or explosive materials, such as oil or lighters, in the vehicle. During hot weather, the temperature inside the vehicle can rise significantly, creating conditions where flammable materials are prone to spontaneous ignition, potentially leading to a fire.

DENZA

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2

Maintenance Service

2.1 Instructions for Charging	18
2.2 Battery Usage Tips	20
2.3 Initial Complimentary Maintenance	20
2.4 Preventative Maintenance	21

2.1 Instructions for Charging

Before charging:

Before charging, ensure no water or foreign matter is present in the vehicle's charging inlet and in the charging connector, clean as necessary.

Handle the charging equipment with care, do not drop equipment from height or pulling the cable directly or create kink on the cable, do not use any charging adapters.

Always observe the following precautions when charging to prevent damage to the vehicle:

- The maximum ambient temperature for using the charging equipment should not exceed 50°C.
- Do not shake the charging connector, otherwise, the vehicle charging port may be damaged.
- Whenever possible, do not charge the vehicle during a thunderstorm, under risk of lightning strikes.
- Do not open the hood for maintenance while charging.

During Vehicle Storage:

When the vehicle is not in use for a period more than 7 days, it is recommended to keep the Power Battery's State of Charge (SOC) between 40%-60%, to prolong the service life of the power battery.

If the vehicle is not in use for more than 3 months, the power battery must be fully charged and then discharged back to 40%-60% every 3 months, failure to adhere to this procedure may lead to over-discharge of the power battery, decrease battery performance and cause damage, such damage is not covered by the warranty.

When the vehicle is used for the first time after a long storage period, the SOC displayed on the cluster may not be correct. Fully charge the vehicle before use.

If the SOC drops to 0%, the battery must be recharged as soon as possible, If it is not recharged within 7 days, the battery may suffer permanent damage. Such damage is not covered by DENZA warranty terms.

2.2 Battery Usage Tips

Fully charge the vehicle is recommended at regular basis (at least once a week).

Fully charge the vehicle from a low State of Charge (<10% SOC) via Alternating Current charging setup (AC Charger) once every three to six months to aid range estimation calculations.

In a low temperature environment (below 10 degrees Celsius) to improve charging performance and user experience, charge the vehicle right after use, to take advantage of the battery's higher temperature.

2.3 Initial Run-In Maintenance (PHEV Only)

During the engine's break-in period, it's normal for microscopic metal particles to wear off from freshly machined surfaces. These particles can accumulate in the engine oil and if not removed, may affect long-term performance.

To keep your vehicle running smoothly and efficiently, we recommend scheduling an initial service at **six months or 3,500 km (HEV Trip)**—whichever comes first.

2.4 Preventative Maintenance

Under normal usage conditions, please adhere to the regular preventive maintenance schedule, observing the specified intervals based on either time or kilometres, whichever comes first.

When the vehicle is subjected to severe operating conditions, it may be necessary to shorten the maintenance intervals accordingly.

For specifications, models, and inspection items related to various types of oil replacement during the preventive maintenance, please refer to the information provided in DENZA Owner's Manual.

We highly recommend adhering to the preventive maintenance outlined in the DENZA Owner's Manual as it is essential for keeping the vehicles in good condition.

DENZA

3

Forms & Records

3.1 Preventive Maintenance Records	24
3.2 Change of Ownership Information	38
3.3 'BYD AUTO' App Registration Change	38

3.1 Preventive Maintenance Records

Service Record
Date of Service:
Odometer (km):
Trip HEV (DM Series Only):
Notes:
Service Centre Stamp & Signature:
Next Service Due
Service Due By:
Or Before Odometer (km):
Or Before Trip HEV (DM Series Only):

EV Series Service Details			
Replace Brake Fluid	Yes	No	
Replace e-Motor Controller Coolant	Yes	No	
Replace Front e-Motor Gear Oil & Filter	Yes	No	N/A
Replace Rear e-Motor Gear Oil & Filter	Yes	No	N/A
DM Series Service Details			
Replace Brake Fluid	Yes	No	
Replace Engine Oil & Filter	Yes	No	
Replace Engine Air Filter Element	Yes	No	
Replace Fuel Filter	Yes	No	
Replace Carbon Canister Filter	Yes	No	
Replace Spark Plugs	Yes	No	
Replace Engine Coolant	Yes	No	
Replace EHS Special Gear Oil & Filter	Yes	No	
Replace e-Motor Controller Coolant	Yes	No	
Replace e-Motor Gear Oil & Filter	Yes	No	
Replace Differential Gear Oil (DMO only)	Yes	No	N/A

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Replace Fuel Filter	Yes	No	
Replace Carbon Canister Filter	Yes	No	
Replace Spark Plugs	Yes	No	
Replace Engine Coolant	Yes	No	
Replace EHS Special Gear Oil & Filter	Yes	No	
Replace e-Motor Controller Coolant	Yes	No	
Replace e-Motor Gear Oil & Filter	Yes	No	
Replace Differential Gear Oil (DMO only)	Yes	No	N/A

3.1 Preventive Maintenance Records

Service Record
Date of Service:
Odometer (km):
Trip HEV (DM Series Only):
Notes:
Service Centre Stamp & Signature:
Next Service Due
Service Due By:
Or Before Odometer (km):
Or Before Trip HEV (DM Series Only):

EV Series Service Details			
Replace Brake Fluid	Yes	No	
Replace e-Motor Controller Coolant	Yes	No	
Replace Front e-Motor Gear Oil & Filter	Yes	No	N/A
Replace Rear e-Motor Gear Oil & Filter	Yes	No	N/A
DM Series Service Details			
Replace Brake Fluid	Yes	No	
Replace Engine Oil & Filter	Yes	No	
Replace Engine Air Filter Element	Yes	No	
Replace Fuel Filter	Yes	No	
Replace Carbon Canister Filter	Yes	No	
Replace Spark Plugs	Yes	No	
Replace Engine Coolant	Yes	No	
Replace EHS Special Gear Oil & Filter	Yes	No	
Replace e-Motor Controller Coolant	Yes	No	
Replace e-Motor Gear Oil & Filter	Yes	No	
Replace Differential Gear Oil (DMO only)	Yes	No	N/A

Service Record
Date of Service:
Odometer (km):
Trip HEV (DM Series Only):
Notes:
Service Centre Stamp & Signature:
Next Service Due
Service Due By:
Or Before Odometer (km):
Or Before Trip HEV (DM Series Only):

EV Series Service Details			
Replace Brake Fluid	Yes	No	
Replace e-Motor Controller Coolant	Yes	No	
Replace Front e-Motor Gear Oil & Filter	Yes	No	N/A
Replace Rear e-Motor Gear Oil & Filter	Yes	No	N/A
DM Series Service Details			
Replace Brake Fluid	Yes	No	
Replace Engine Oil & Filter	Yes	No	
Replace Engine Air Filter Element	Yes	No	
Replace Fuel Filter	Yes	No	
Replace Carbon Canister Filter	Yes	No	
Replace Spark Plugs	Yes	No	
Replace Engine Coolant	Yes	No	
Replace EHS Special Gear Oil & Filter	Yes	No	
Replace e-Motor Controller Coolant	Yes	No	
Replace e-Motor Gear Oil & Filter	Yes	No	
Replace Differential Gear Oil (DMO only)	Yes	No	N/A

3.2 Change of Ownership Information

If your name or contact details have changed, or you are the new owner of this DENZA Vehicle, please complete the form on the following page and/or online to update your details.

3.3 'BYD AUTO' App Registration Change

Your DENZA Vehicle comes with the 'BYD AUTO' application which allows remote control of vehicle functions such as vehicle access, climate pre-conditioning and vehicle location updates.

If you are the new owner of DENZA Vehicle, please provide proof of ownership, copy of driver's licence, we will transfer the 'BYD AUTO' App registration to your nominated email.

Change of Ownership Form 1

Title: Mr. / Mrs. / Ms. / Miss / Mx.	Given Name(s)	Surname:																		
Address:																				
Suburb:	State and Postcode:	Contact Number:																		
V.I.N.:																				
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Model:	Colour:	Registration Number:																		
Purchase Date:	Kilometers at Date of Purchase:	Original Owner:																		
Selling Dealer (if applicable):	Dealer Stamp and Signature (if applicable):																			

Change of Ownership Form 2

Title: Mr. / Mrs. / Ms. / Miss / Mx.	Given Name(s)	Surname:																	
Address:																			
Suburb:	State:	Postcode:																	
Home Ph: ()	Work Ph: ()	Mobile:																	
V.I.N.:																			
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Engine Number:		Registration Number:																	
Model:	Purchase Date:	Selling Retailer:																	
Kilometers:	Original Owner:																		



DENZA

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