

Polestar 4

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Status and Warranty



# Start

Status and Warranty is a document that describes Polestar's warranty obligations. It is also a unique schedule of the maintenance that your vehicle will be subject to during the years.

By accurately entering all completed service work, you, and any future owner, will acquire visible proof that your vehicle has been properly maintained. The Status and Warranty booklet can therefore affect the second hand value of your car.

In the event of change of ownership, please ensure that you as a seller reset all user data and system settings to the original factory settings. As a buyer, please ensure that you create a Polestar ID and connect it to your new car. For more information on change of ownership and Polestar ID, see your Manual.

Status and Warranty is the most important valuable document for the car. Please keep it in a safe place.

Kind regards

Polestar

We reserve the right to make alterations without prior notification.

© Polestar



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# Warranty certificate

Version

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Type/Chassi no.

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Model year

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Reg. no.

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Delivery date

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Y Y Y Y M M D D

Authorised service point

Company name

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Address

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Signature

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Stamp

Your car has the following recommended intervals:

24 months or 18,750 miles/30,000 km\*

\* Whichever comes first

Owner 1

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Address

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Telephone

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Owner 2

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Address

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Telephone

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Other specifications

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Section 01

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Service and  
maintenance

# Service and maintenance in general

## Delivery Service

Before your car left the factory, it was test driven and thoroughly inspected according to Polestar's exacting specifications. Your Polestar Authorised Service Point has also inspected the car according to a checklist before it was delivered to you.

## Polestar Authorised Service Point

Polestar's service technicians have unique competence and spend a considerable amount of time each year on training to enable them to perform each job efficiently and properly. Polestar Authorised Service Points also have tools and instruments required to ensure fast and correct diagnosis.

Polestar Authorised Service Points are environmentally certified.

## Parts warranty

When you bring your car for service or repairs, your Polestar Authorised Service Point will give you a warranty for parts and labour.

## Polestar Genuine Service

Polestar Genuine Service is a complete service programme for your Polestar. Always follow Polestar's recommendations when you service your car. Polestar recommends that you consult a Polestar Authorised Service Point about the service programme. They know exactly what applies to your car. Polestar also recommends that you let them perform the work. For the new car warranty to remain valid, the warranty section of this manual must be followed.

## Genuine Polestar Parts

Your Polestar contains many high-quality, long-life components. If it should be necessary to replace any of them, Polestar also recommends that you replace the component with a Genuine Polestar Part. For Genuine Polestar Parts, Pole-

star ensures its function as well as safety. You can always rely on Polestar Authorised Service Point to offer Genuine Polestar Parts.

# Polestar service programme

Polestar service programme is a general check of your Polestar's condition and includes a fresh cabin air filter that provides clean air. This service is for ensuring that your Polestar is kept in good working order.

A service reminder appears in the driver display when it is time for service. It remains until the car has undergone service.

We recommend that you contact your Polestar Authorised Service Point as soon as possible when the service reminder appears. Damage or operational problems resulting from a lack of maintenance can be extensive and require costly repairs. Required maintenance that has not been performed, or has been carried out improperly or not according to Polestar's specifications, may affect your eligibility to make a claim under the warranty if it causes or contributes to the need for repairs.

The interval between service programme is 24 months or 18,750 miles/30,000 km, whichever occurs first.

Polestar service programme includes:

- Replacement of cabin air filter.
- Condition and function checks related to the maintenance program.

The contents of the service programme may change without prior notice. Also note that additional maintenance should be carried out when necessary.

Polestar recommends you perform service at a Polestar Authorised Service Point. They know what applies to your car and have access to Genuine Polestar Parts.

# Service programme

Service program	Schedule of services (miles x 1,000)												
	18,75	37,5	56,25	75	93,75	112,5	131,25	150	168,75	187,5	206,25	225	... <sup>A</sup>
Bottle with tire sealing fluid, check/replace <sup>B</sup>	•	•	•	•	•	•	•	•	•	•	•	•	•
Air cleaner, passenger compartment, replace	•	•	•	•	•	•	•	•	•	•	•	•	•
Brake fluid	For cars with normal mileage, a replacement interval of 2 years is recommended.												
Polestar mandatory transmission fluid replacement		•											

A Same service interval as in the 18,750 to 225,000 miles schedule.

B Inspect if it needs replacement. It must be replaced every 4 years (see decal).

Service program	Schedule of services (km x 1,000)												
	30	60	90	120	150	180	210	240	270	300	330	360	... <sup>A</sup>
Bottle with tire sealing fluid, check/replace <sup>B</sup>	•	•	•	•	•	•	•	•	•	•	•	•	•
Air cleaner, passenger compartment, replace	•	•	•	•	•	•	•	•	•	•	•	•	•
Brake fluid	For cars with normal mileage, a replacement interval of 2 years is recommended.												
Polestar mandatory transmission fluid replacement		•											

A Same service interval as in the 30,000 to 360,000 km schedule.

B Inspect if it needs replacement. It must be replaced every 4 years (see decal).

# Service documentation

The authorised service point must enter each service using stamps and a signature.

The authorised service point records the elements of your service programme.

Remember to perform maintenance and service according to Polestar recommendations.

## **Polestar mandatory transmission fluid replacement 1**

### **Carried out**

Miles/km

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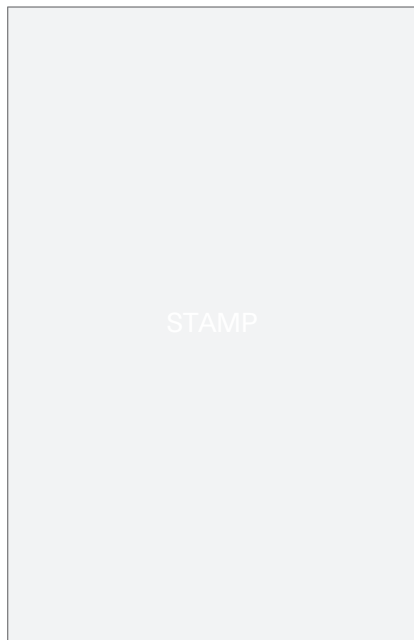
Date

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Repair Job Number

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STAMP

**Service No. 1**

**Carried out**

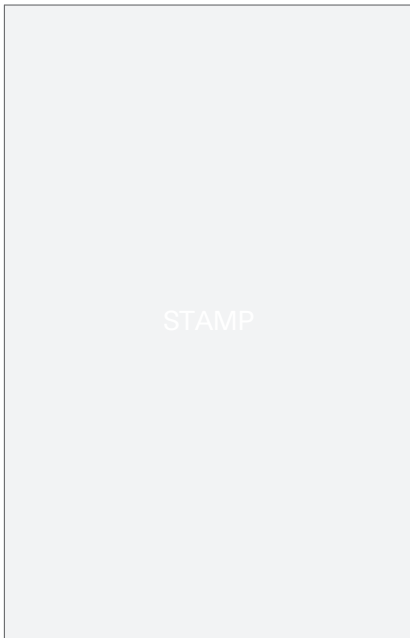
Miles/km

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Date

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Repair Job Number



**Service No. 2**

**Carried out**

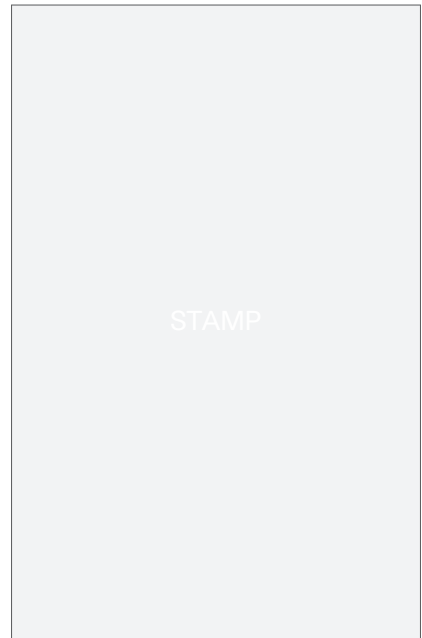
Miles/km

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Date

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Repair Job Number



### Service No. 3

**Carried out**

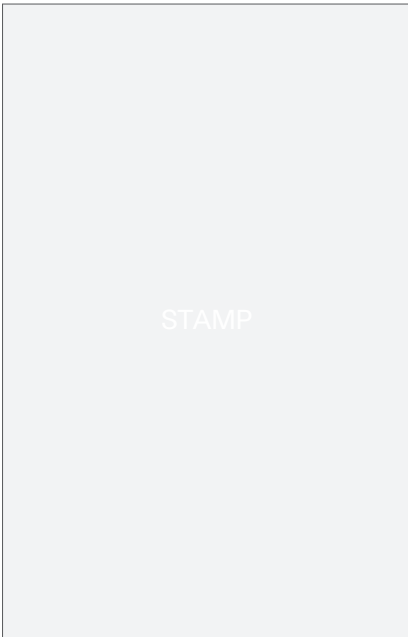
Miles/km

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Date

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Repair Job Number



STAMP

### Service No. 4

**Carried out**

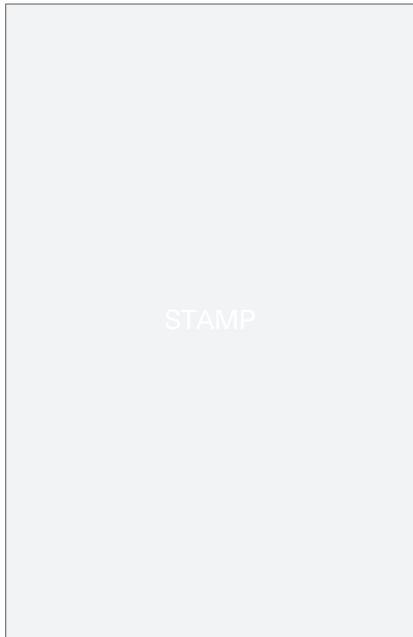
Miles/km

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Date

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Repair Job Number



STAMP

**Service No. 5**

**Carried out**

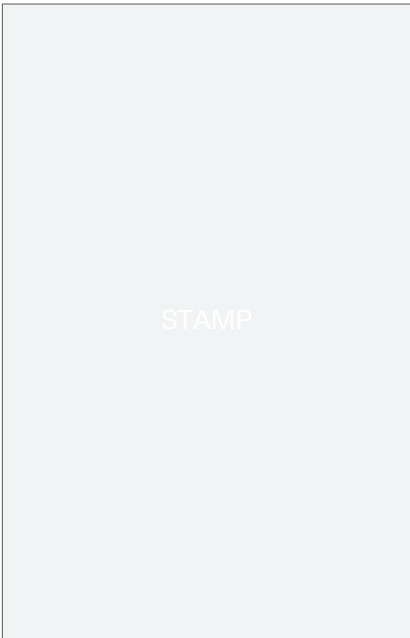
Miles/km

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Date

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Repair Job Number



**Service No. 6**

**Carried out**

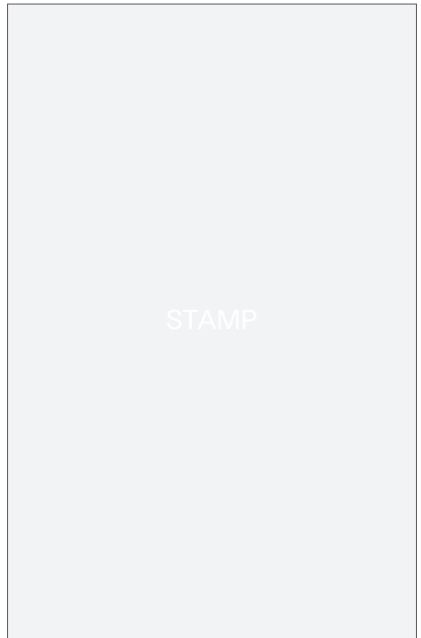
Miles/km

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Date

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Repair Job Number



## Service No. 7

**Carried out**

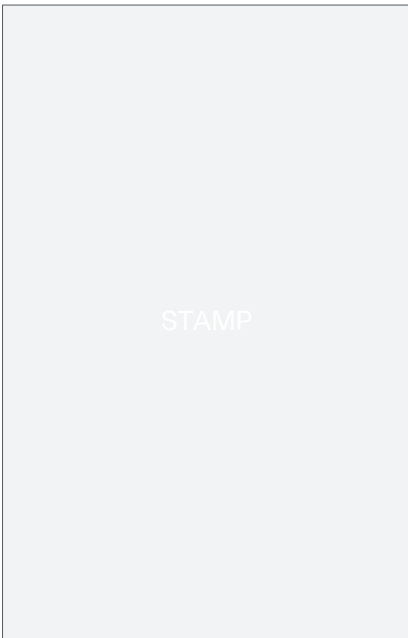
Miles/km

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Date

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Repair Job Number



STAMP

## Service No. 8

**Carried out**

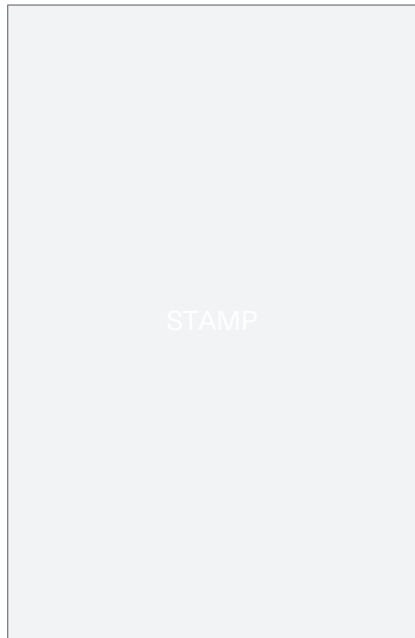
Miles/km

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Date

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Repair Job Number



STAMP

**Service No. 9**

**Carried out**

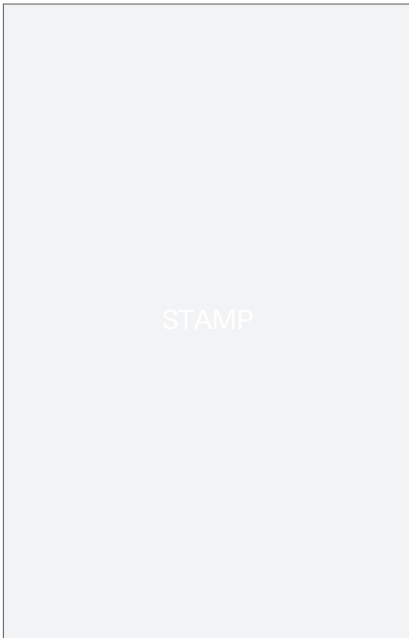
Miles/km

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Date

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Repair Job Number



**Service No. 10**

**Carried out**

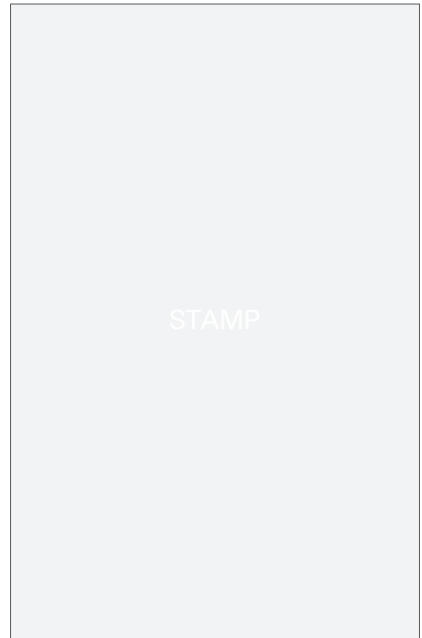
Miles/km

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Date

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Repair Job Number



**Service No. 11**

**Carried out**

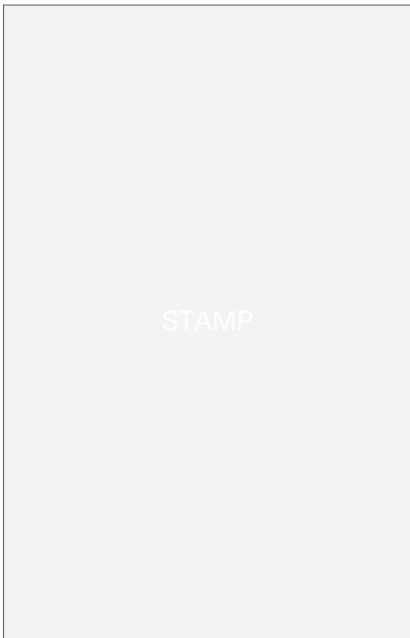
Miles/km

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Date

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Repair Job Number



**Service No. 12**

**Carried out**

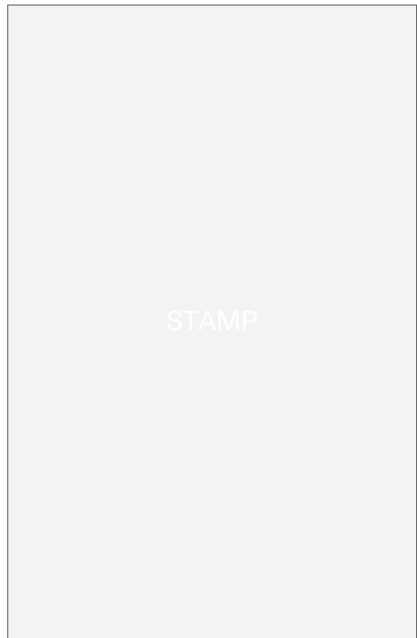
Miles/km

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Date

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Repair Job Number



**Service No. 13**

**Carried out**

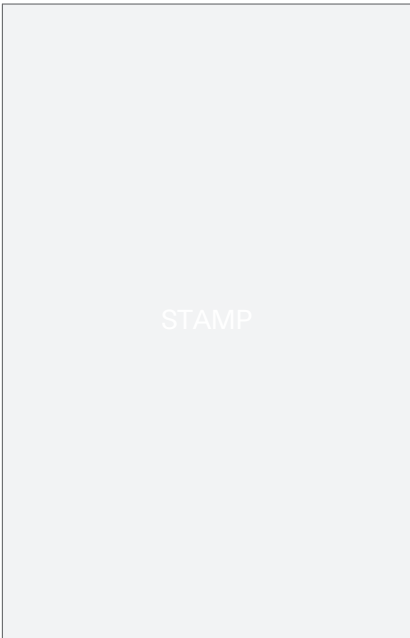
Miles/km

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Date

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Repair Job Number



**Service No. 14**

**Carried out**

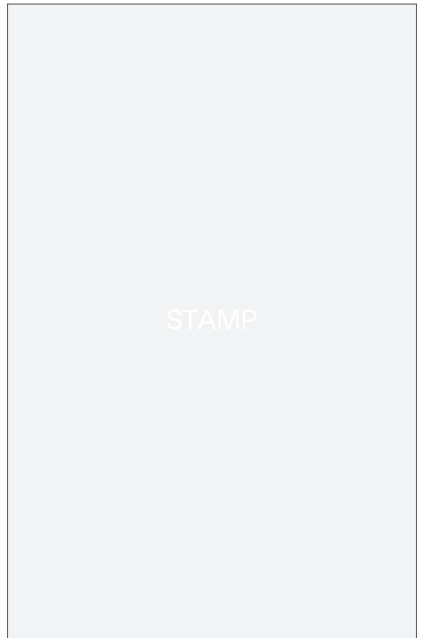
Miles/km

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Date

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Repair Job Number



**Service No. 15**

**Carried out**

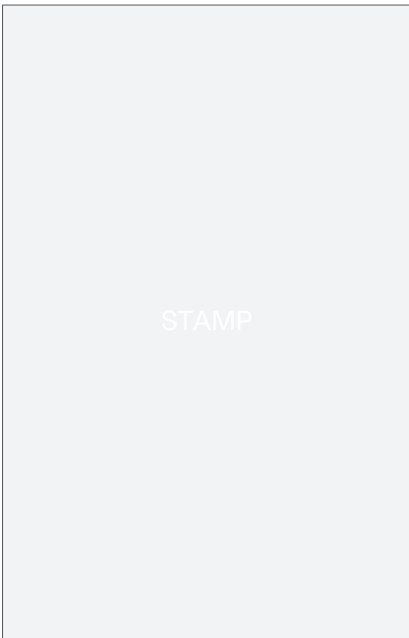
Miles/km

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Date

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Repair Job Number



**Service No. 16**

**Carried out**

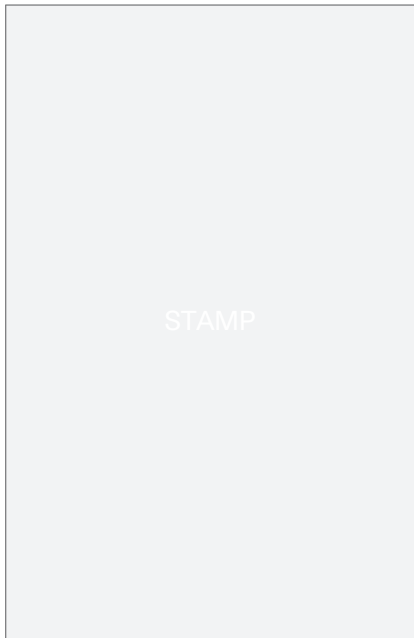
Miles/km

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Date

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Repair Job Number



**Service No. 17**

**Carried out**

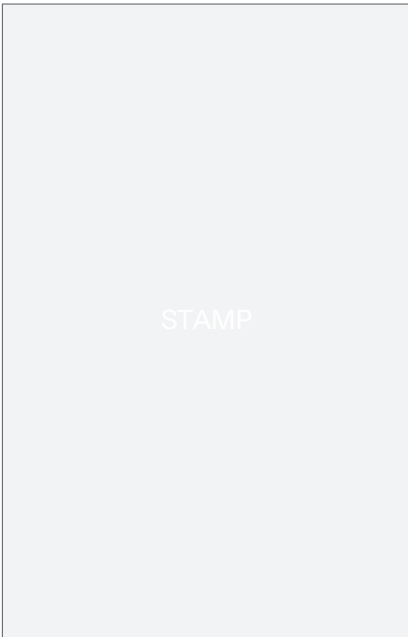
Miles/km

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Date

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Repair Job Number



**Service No. 18**

**Carried out**

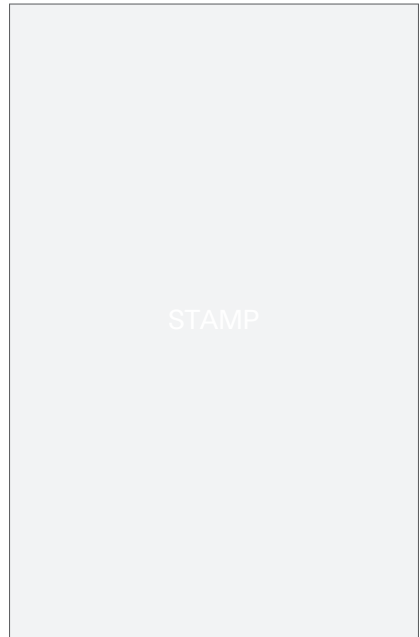
Miles/km

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Date

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Repair Job Number



**Service No. 19**

**Carried out**

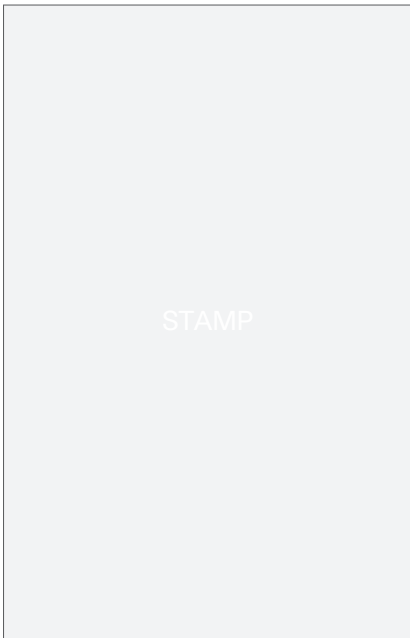
Miles/km

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Date

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Repair Job Number



**Service No. 20**

**Carried out**

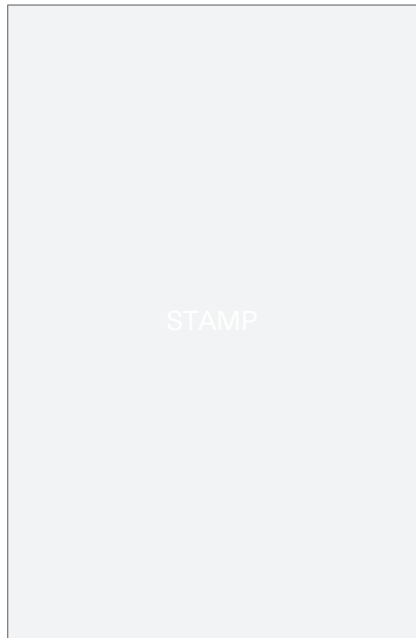
Miles/km

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Date

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Repair Job Number



Section 02

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Warranty

## Warranty in general

Because of the national legislation of certain countries, the Polestar importer/general agent will sometimes give special warranty provisions. These national warranty provisions are only applicable in the country where the car is delivered. You will receive information about any national warranty provisions when you purchase your car.

In most countries the national warranty provisions are identical to Polestar's international warranty provisions.

However, if national legislation provides special terms to the person to whom the car was delivered, Polestar will comply with these provided there are no restrictions.

For further information about the contents of this Status and Warranty booklet, please contact Polestar Customer Support.

## Polestar warranty and consumer law

This Polestar warranty is a manufacturer's warranty granted by Polestar Performance AB, Assar Gabrielssons väg 9, SE-405 31 Göteborg, Sweden. This manufacturer's warranty is governed by the national legislation of the country in which Polestar or a representative of Polestar originally sold your vehicle to its first owner. This manufacturer's warranty supplements and does not affect your legal rights under the vehicle purchase agreement with Polestar or under applicable national legislation governing the sale of consumer goods. Subject to the limitations of this manufacturer's warranty, it is valid in any country where a Polestar Authorized Service Point is active at the time of the warranty claim.

The Service Points can be found at [www.polestar.com](http://www.polestar.com)

# Vehicle warranty

## Warranty coverage

Should any part of the vehicle require repair or replacement as a result of a manufacturing defect, the part will be repaired or replaced free of charge by any Polestar Authorised Service Point regardless of any change of vehicle ownership during the warranty period.

## Warranty period

The warranty period starts on the day of delivery to the first retail customer.<sup>1</sup>

The warranty period ends when either the specified time or distance of the warranty is reached, whichever occurs first.

Time	Distance
3 years	60,000 miles/100,000 km

## Scheduled maintenance items

Items whose replacement is part of the regular service schedule are covered for manufacturing defects until the item's first scheduled service instance. The coverage period does not exceed any time or distance limitation of the vehicle warranty.

## Exclusions

The warranty does not cover the following items, unless the work is required as a result of a manufacturing defect:

- replenishment or replacement of consumable substances
- wear and tear parts<sup>2</sup>
- wheel alignment or balancing

- adjustments that are part of regular service and maintenance operations.

The warranty does not cover any repair or replacement that is required as a result of:

- negligence, accident or improper use
- failure to properly maintain and operate the vehicle
- failure to use Genuine Polestar Parts<sup>3</sup>
- use of maintenance and care products not recommended by Polestar
- modifications<sup>4</sup> of the vehicle or its parts not approved by Polestar
- use of repair methods not approved by Polestar
- damage caused by force majeure factors<sup>5</sup>.

1 For demonstrator vehicles and company cars, the warranty period starts on the day the vehicle is first registered.

2 including but not limited to wiper blades, brake discs and brake pads

3 or parts of equivalent quality

4 including but not limited to tuning

5 including but not limited to industrial fall-out, storm damage, acid rain, bird droppings and flooding

# Polestar Extras warranty

## Warranty coverage and period

Any Genuine Polestar Extras (excluding gift items) supplied and fitted by a Polestar Authorised Service Point within 1 month or 950 miles/ 1,500 km (whichever comes first) of the new vehicle being put into service will benefit from the same warranty terms and duration as the vehicle warranty.

# Paint warranty

## Warranty coverage

The warranty covers any faults and deviations in the vehicle's paint surface that have occurred due to a defect in materials or paint application from the factory (according to applicable paint requirements).

Necessary repairs will be performed completely free of charge by a Polestar Authorised Service Point, regardless of any change in vehicle ownership during the period of warranty.

Paint treatments such as preservation, sealing, protection, gloss sealing or similar, may, if sub-standard materials and/or inadequate working procedures are used, result in paint damage.

Paint damage, which results from the use of materials not meeting Polestar's quality standards and/or caused by work not performed according to Polestar's stipulated procedures, is not covered by the Polestar paint warranty.

## Warranty period

The paint warranty begins at the same time as the vehicle warranty. Both warranties have the same duration.

# Corrosion protection warranty

## Warranty coverage

Should any part of the bodywork of the vehicle be perforated by rust corrosion, the panel(s) affected by the perforation will be repaired or replaced by a Polestar Authorised Service Point, completely free of charge, regardless of any change in vehicle ownership. The term “perforation” means a hole that penetrates the bodywork caused by corrosion from the inside or underside as a result of faulty manufacture or materials.

The corrosion protection warranty is issued on an international basis but national variations may exist.

## Warranty period

The corrosion protection warranty begins at the same time as the vehicle warranty and continues for 12 years.

## Exclusions

Polestar is not responsible for any repair or replacement that is required as a direct result of:

- failure to properly maintain paint and bodywork correctly in accordance with Polestar’s instructions
- factors beyond Polestar’s control, such as environmental hazards including – but not limited to – industrial fallout, storm damage, acid rain and damage (including stone chips, scratches and use of unsuitable cleaning agents)
- accident repairs using materials or repair methods not approved by Polestar
- alterations of the vehicle from Polestar’s original specification.

# High voltage battery warranty

## Warranty coverage

Your vehicle uses a lithium-ion battery. The warranty covers any faults and deviations in the battery performance or defects in material and workmanship of the lithium-ion battery.

Follow the Manual’s instructions for long-term parking and battery care to avoid damage. The warranty does not cover any repairs or replacements that are needed as the result of negligence or failure to follow the instructions in the Manual.

Batteries are subject to natural wear due to ageing and use. If the battery capacity is lower than 70% of the original specification within the battery warranty period, the battery will be repaired or replaced free of charge. In some cases, individual battery cells or the entire battery may be replaced with reconditioned units. The battery will have the same or better capacity compared to before the problem occurred.

## Warranty period

The high voltage battery warranty is valid for up to 8 years or 100,000 miles/160,000 km (whichever comes first), and begins at the same time as the vehicle warranty.

# Owner's responsibility

## The importance of proper care

Good maintenance starts at home. Your Manual and this Status and Warranty booklet describes how to properly use and care for your vehicle. Proper maintenance and use prevents major repair expenses resulting from misuse, neglect or inadequate maintenance, and can help maximise the value of your vehicle if you sell it.

In your Manual, you will find details of some simple checks that the owner or operator should carry out on regular basis. These are precautionary measures designed to promote the safe and reliable operation of your vehicle and must not be ignored.

## Vehicle warranty

Failure to perform the required maintenance on time and in accordance with Polestar's instructions will affect the warranty coverage of associated parts.

Make sure that all the required maintenance is performed and make sure that Genuine Polestar Parts are used.

Make sure you contact Polestar Customer Support or Polestar Authorised Service Point for any warranty repair or maintenance as soon as a defect is detected. Addressing this at an early stage will minimise the effect a defect has on your vehicle and the nature of the repair needed.

Ensure that receipts for completed maintenance work are retained with the vehicle and that confirmation of maintenance is always recorded in this Status and Warranty booklet.

The technicians at your Polestar Authorised Service Point are trained and equipped to perform the required warranty work of your vehicle and use Genuine Polestar Parts for warranty work.

## Corrosion protection warranty

Ensure that you maintain paint and bodywork with regular cleaning in accordance with Pole-

star's instructions. Make sure that you contact Polestar Customer Support as soon as corrosion is detected. Addressing this at an early stage will minimise the effect corrosion has on your vehicle and the nature of the repair needed.

## Racing

The warranty does not cover damage incurred when street racing or driving on a racing track/circuit, e.g. Nürburgring, Sonoma Raceway, Mantorp etc.

## Recycling

It is important for the environment that you recycle all parts of your vehicle in the best possible way. If your vehicle is to be scrapped, it should be brought to a certified/approved recycling facility.

For further information please contact Polestar Customer Support.

## Maintenance

To ensure that you continue to benefit from your Polestar warranty you must:

- Have your car serviced in accordance with the Polestar Genuine Service programme as detailed in Service documentation. Every service must be completed  $\pm 777$  miles/1,250 km of the specified service interval.
- Report any defect to Polestar Customer Support or Polestar Authorised Service Point without undue delay after a defect becomes apparent.
- Properly use, maintain and care for your car as outlined in your Manual.
- Retain records of maintenance services and repair inspections (service documentation and receipts) in the event that a question should arise concerning your vehicle's history.

## Polestar warranty limitations

The precise content of each service will vary from model to model and also according to the age and mileage of the vehicle. Polestar Customer Support will be pleased to supply a copy of the maintenance schedule, listing all of the service operations applicable to your vehicle, on request.

The Polestar warranty excludes liability for any lost time, inconvenience, loss of transportation, or any incidental or consequential damage you (or anyone else) may incur as a result of a defect covered by this warranty.

## Change of market when importing or relocating

Your vehicle has been developed and designed to meet all specific legislation and regulations in the country in which Polestar or a representative of Polestar originally sold your vehicle to its first owner. If the car is later imported to another country, Polestar accepts no responsibility or liability in the event the following circumstances arise:

- The imported vehicle does not meet the national legislation, conditions or specific requirements of the country in which the vehicle has been imported into, including any consequential penalties imposed as a result of such non-compliance by any governmental or regulatory authority;
- The imported vehicle suffers a breakdown or mechanical failure as a result of local market legislation, regulation or conditions<sup>6</sup>, for which the imported vehicle has not been conditioned or manufactured to meet.
- The imported vehicle suffers from limited / no functionality such as Connectivity, OTA, etc.

## Warranty coverage when touring

Polestar has a comprehensive authorised service point network in most parts of the world. Any Polestar Authorised Service Point can carry out repairs under the Polestar warranty.

Under normal circumstances, you should not be required to pay for any warranty work performed by a Polestar Authorised Service Point.

When touring, it is your responsibility to produce the Status and Warranty booklet issued with your vehicle (which establishes your right to warranty coverage and the relevant maintenance and service materials). If you are unable to do so, the authorised service point should seek advice from Polestar Customer Support.

Under exceptional circumstances, you may be asked to pay for repairs that are in fact covered by the Polestar warranty. If so, you should retain the invoice and, where practical, any replaced parts so that Polestar Customer Support can arrange for prompt reimbursement as appropriate.

<sup>6</sup> Examples of local conditions include (but are not limited to) quality and composition of consumable fluids, and environmental conditions such as temperature, precipitation and altitude.