

The AION Great 8 Promise terms and conditions:

The AION Great 8 Promise is a package of individual benefits. Each benefit is subject to its own eligibility criteria, conditions, and exclusions, as described below and in the **Warranty & Maintenance Manual**.

1. Warranty

The warranty period shall commence on the date of first registration. These terms and conditions are for warranties starting from **May 2026**.

The table (1.1) below outlines the vehicle warranty coverage

Item	Warranty Period (whichever is first)
Basic Vehicle Warranty	8 years / 100,000 miles
Power Battery	8 years / 125,000 miles, SOH* 70%
Driver Units	8 years / 100,000 miles
Anti-Perforation	8 years (unlimited mileage)
Paint Warranty	3 years (unlimited mileage)

**State of Health (SOH) refers to the high-voltage traction battery's remaining usable capacity compared with its original specified usable capacity when new, expressed as a percentage*

For the purposes of the power battery warranty, the SOH threshold is 70%. This means the power battery warranty applies where the battery's measured usable capacity falls below 70% of its original specified usable capacity within 8 years or 125,000 miles, whichever occurs first, subject to confirmation by an AION Authorised Repairer and the warranty terms, conditions and exclusions set out in this Manual.

Battery SOH is affected by age, mileage, charging behaviour, storage conditions, operating environment and maintenance history. Battery SOH assessments will be carried out using AION-approved diagnostic tools and objective technical assessment methods in accordance with AION's applicable battery warranty procedures.

Note: The warranty periods listed in this table apply to commercial vehicles. For the purpose of the Warranty, commercial vehicles means vehicles used primarily for commercial passenger transport, ride-hailing, taxi services, chauffeur services, rental or hire operations, commercial delivery services, or other commercial use as set out in the **Warranty & Maintenance Manual**.



Full warranty coverage is subject to the terms, conditions and exclusions set out in the **Warranty & Maintenance Manual** – [click here](#). Nothing in these Terms limits or excludes any rights or remedies which cannot lawfully be limited or excluded under applicable consumer protection legislation, including the Consumer Rights Act 2015. In the event of any inconsistency between these AION Great 8 Promise Terms and the Warranty & Maintenance Manual, the Warranty & Maintenance Manual shall prevail unless expressly stated otherwise.

The table below (1.2) outlines warranty limitations. For additional limitations and exclusions, please refer to the **Warranty and Maintenance Manual** or contact your AION dealer.

Item	Warranty Period (whichever is first)
A/C Filter, Wiper Blades, Key Fob Battery, Fuses, General Relay, Light Bulbs (Including LED) Brake Pads, Brake Discs	6 months / 6,000 miles
Spark Plugs, Fuel Filter, Drive Belt, Clutch Disc	6 months / 6,000 miles
12V Battery, Tyres	12 months / 12,000 miles

General Warranty exclusions

Include a short summary that the warranty does not cover defects resulting from:

- Normal wear and tear
- Accident damage
- Misuse or neglect
- Unauthorised modifications
- Failure to maintain the Vehicle in accordance with AION's maintenance requirements
- Motorsport or competitive use.

Duration of the warranty

Your new vehicle (the “Vehicle”) is protected by this AION New Vehicle Warranty (the “Warranty”, “warranty” provided by AION Auto UK Ltd). This means the Vehicle is guaranteed, on the terms and conditions set out in the Warranty, against any defect relating to material, fitting or manufacturing fault under the Warranty for a period as shown below. Additional terms for the powertrain and traction battery warranty are set out below.

Transfer of ownership

Transfer of ownership of the Vehicle does not alter the terms and conditions of the Warranty.

For full Terms and Conditions, please refer to the **Warranty & Maintenance Manual** provided with each vehicle, and also available online – [click here](#)

2. Routine Servicing

The service intervals are every 18,000 miles or 24 months, whichever comes first. The Vehicle must be serviced in accordance with the recommended schedule and within a maximum of 1,000 miles / 28 days (whichever comes first) of recommended service intervals. Failure to comply with the recommended service schedule may affect warranty entitlement where the failure is relevant to the defect being claimed, subject to applicable law.

8 years or 100,000 miles of routine servicing is included with the vehicle, whichever occurs first.

The table below (1.3) confirms routine serving coverage and content. Any supplementary maintenance requirements do not form part of this servicing package. This servicing package does not include replacement of consumable or wear-and-tear items (such as tyres, brake pads, brake discs, wiper blades, wheel alignment or similar items) unless expressly stated in the applicable service schedule.

Item	Mileage				
	18k miles or 24 months	36k miles or 48 months	54k miles or 72 months	72k miles or 96 months	90k miles or 120 months
Replace A/C Filter	X	X	X	X	X
Replace Coolant		X		X	
Replace Brake Fluid		X		X	
Replace Differential & Reducer Oil		X		X	

For full Maintenance requirements, please refer to the **Warranty & Maintenance Manual** provided with each vehicle and also available online – [click here](#)

3. MOT Coverage

Up to 6 MOT tests are included, covering years 3 through 8 of ownership. This benefit covers the statutory MOT test fee only. Any repairs, replacement parts or additional testing required to obtain an MOT certificate are not included.

4. Roadside Assistance

AION Roadside Assistance is provided through AION's appointed roadside assistance provider. The roadside assistance provider's operational terms and conditions apply to the delivery of these services. AION Roadside Assistance runs from the date of first registration for a period of 8 years.

The table below (1.4) confirms what is included in the AION Roadside Assistance Cover.

Cover Type	Customer Needs
Roadside Assistance	Provides help when you break down more than ¼ mile away from home. If, following the breakdown, the AA can't fix your Vehicle, it'll be taken to an AION Service Partner or to a destination of your choice.
At Home	Provides help when you need cover at home or in the surrounding ¼ mile of your home. If the AA can't fix your Vehicle, it'll be taken to an AION Service Partner or to a destination of your choice provided it is no further.
National Recovery	Provides help when you need a recovery to a single UK destination if the AA can't fix your Vehicle.
Onward Travel	Provides help when you need a hire car, hotel or public transport costs to keep moving if we cannot fix your vehicle.

AION Roadside Assistance – What **is** covered and what **is not** covered

1. Roadside Assistance

What **is** covered

- A. Roadside Assistance is available if the Eligible Vehicle is stranded on the highway more than a quarter of a mile from the Authorised Driver's home following a breakdown.
- B. If, following a breakdown, the AA can't fix your Vehicle, it'll be taken to an AION Service Partner or to a local destination of your choice, provided it is no further. This includes the driver and up to a maximum of 7 passengers.
- C. If your Vehicle has run out of fuel or charge, it will be taken to a local fuelling station, repairer or charge point;

Once at the AION Service Partner or alternative repairer, it is then the Authorised Driver's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, and it is the Authorised Driver's responsibility to pay them. The AA does not guarantee that any recovery to an appropriate AION Service Partner will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair. The AA does not provide any assurance or warranty with respect to any work carried out at Your request by any third-party repairer.

Once the Eligible Vehicle is moved or a temporary repair is carried out in situ, the cost of any subsequent repairs is not covered by AION. Please check the vehicle warranty for details of repairs covered under the warranty.

What **is not** covered

- A. Roadside Assistance does not cover any additional transport or other costs that the Authorised Driver might incur, whether as a result of the Eligible Vehicle being towed or otherwise. The AA cannot accept any costs for passengers who do not accompany the Eligible Vehicle while it is being recovered.
- B. Fuel and parts (over and above what is specified in the 'What is covered' section of this table), oil, keys, and any other materials needed to repair your Vehicle, including any supplier delivery service or call-out charges.
- C. Assistance on private property without the relevant permission from the property owner;
- D. Storage costs.
- E. Any other costs that may arise during a recovery. The AA can't accept any costs for passengers who do not accompany your Vehicle while it's being recovered;

- F. Routine servicing, maintenance or repairs, or faults caused by actions or omissions of the driver;
- G. Where your breakdown or accident is attended by the police, the Highways Agency or other emergency service, the AA can't get involved until the services concerned have authorised the Vehicle's removal. If the police, highways agency or emergency service insist on recovery by a third party, the cost of this must be met by the Authorised Driver.
- H. Labour charges or any work that occurs once you've been taken away from the scene of a breakdown or to a garage. These are costs you'll have to pay.
- I. A second or subsequent recovery in relation to the same breakdown event, after your Vehicle has been recovered by us. For example, if the location that you originally asked us to take you to is closed or inaccessible and you later ask us to recover you to that location, the second recovery will be chargeable.
- J. All things excluded under general Terms & Conditions.

2. At Home

What is covered

- A. At Home provides AION Roadside Assistance cover at the Authorised Driver's home address and the surrounding quarter of a mile
- B. If, following a breakdown, the AA can't fix your Vehicle, it'll be taken to an AION Service Partner or to a local destination of your choice, provided it is no further.

Once at the AION Service Partner or alternative repairer, it is then the Authorised Driver's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, and it is the Authorised Driver's responsibility to pay them. The AA does not guarantee that any recovery to an appropriate AION Service Partner will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair. The AA does not provide any assurance or warranty with respect to any work carried out at Your request by any third-party repairer.

Once the Eligible Vehicle is moved or a temporary repair is carried out in situ, the cost of any subsequent repairs is not covered by AION. Please check the vehicle warranty for details of repairs covered under the warranty.

What is not covered

All things excluded under 'Roadside Assistance' and 'What is not covered'.

3. National Recovery

What is covered

- A. If the AA can't repair the Eligible Vehicle within a reasonable time, National Recovery provides recovery of your Vehicle, along with the driver and up to 7 passengers to the nearest AION Service Partner or to any single destination of your choice in the UK.

Any trailer/caravan on tow at the time, which is capable of being towed safely will be towed, provided it does not exceed a maximum length of 8m (26ft). The AA will seek to arrange, but will not pay for, recovery of any Eligible Vehicle, caravan or trailer that exceeds this limit.

What is not covered

- A. Recoveries not arranged at the time of breakdown.
- B. A second or subsequent recovery in relation to the same breakdown event, after your Vehicle has been recovered by us, unless the AION Service Partner is closed (in which case, a second recovery to the service partner when it is open will be covered). For any other reason, the second recovery will be chargeable.
- C. The transport of vehicles being used for racing, rallying, trials or time trials, auto tests or other motor sports events.
- D. The recovery of any vehicle that the AA considers would be dangerous or illegal for us to load or transport (including, but not limited to, over-laden vehicles).
- E. Assistance following a breakdown or accident attended by the police or other emergency service, until the services concerned have authorised the vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by you.
- F. Any costs for passengers who do not accompany the Eligible Vehicle while it is being recovered under National Recovery.
- G. The recovery of any vehicles bearing trade plates and/or which we have reason to believe have just been imported or purchased at auction.
- H. The recovery of horses or livestock.
- I. All things excluded under 'Roadside Assistance' (see 'What is not covered').

4. Accident Recovery

Who to call if you've had an accident

If you've had a road traffic accident, call the accident helpline.

Accident helpline
0330 232 8842

General points to note regarding Accident Recovery

Please note that following a road traffic accident, it remains your responsibility to ensure you properly comply with all requirements of your motor insurer.

5. Onward Travel

What is covered

- A. Onward Travel is available if we have attended the breakdown, the vehicle is immobile, and we cannot arrange a local prompt repair.
- B. You can choose **one** of the following:
 - I. A replacement vehicle.
 - II. Overnight accommodation.
 - III. Public transport costs, which are described in detail below.

What is not covered

- A. Onward Travel can only be arranged if it is requested at the same time as the Breakdown is reported. A replacement car must be requested at the same time as the breakdown is reported, but can be arranged to start up to 3 working days after the Breakdown.
- B. Onward Travel is not available following an accident or self-induced fault (such as mis-fuelling, lost keys, or locking keys in your Vehicle).
- C. Onward Travel is limited to 3 claims in any one Policy Year.

6. Replacement vehicle

What is covered

- A. The cost to supply a replacement mid-range saloon, hatchback or SUV type car for up to 3 working days, by our chosen supplier, subject to availability.
- B. A collection and drop-off service within a 30-mile radius of the breakdown or your chosen location. (UK mainland & Northern Ireland only)

What is not covered

- A. Additional charges are incurred if you keep the replacement vehicle for longer than 3 working days or choose to upgrade to a higher range vehicle;
- B. Fuel/charging costs (including those resulting from pick-up, collection and drop-off of the vehicle);
- C. Any ferry, toll, congestion charges, other motoring fines (including ULEZ and similar), parking charges and any other fee or fine incurred in the replacement vehicle;
- D. Any insurance excess charges, or other insurance-related charges (see important information below);
- E. Replacement vehicles cannot be supplied with a tow bar, and therefore your caravan or trailer will have to, if eligible, be recovered under National Recovery with your Vehicle;
- F. We cannot provide a like-for-like replacement for your Vehicle (this includes being unable to provide a replacement hybrid or electric vehicle).

General points to note regarding replacement vehicles

- A. Replacement vehicles are supplied to you by our chosen suppliers.
- B. The hire agreement will be between you and the relevant supplier and will be subject to that supplier's terms and conditions. These will usually require or include (amongst other things):
 - I. Production of a full UK driving licence valid at the time of issue of the hire vehicle;
 - II. Drivers to be aged at least 18, and for any under the age of 21, vehicle hire may be subject to the use of their own insurance, where available. Any costs incurred in this event will not be covered.
 - III. A valid credit or debit card is required. Alternatively, the supplier will require a deposit and may undertake a simple credit check before releasing the vehicle to you;
 - IV. Drivers aged 18-21 years are restricted to an economy hatchback type vehicle;
 - V. Availability of the collection and drop-off service will be discussed with you at the time of hire;

- VI. If the AA's chosen supplier refuses hire for any reason, subject to price approval and authorisation from the Onward Travel team, you are entitled to arrange a hire vehicle from another provider. Claims for the reimbursement of costs can be made to the Onward Travel claims team.

Alternative Transport Costs

What is covered

Costs for alternative transport for the driver and up to a maximum of seven passengers (see the **AION Roadside Assistance General Terms and Conditions, page 10, clause H**) travelling to a single UK destination that have been authorised in advance by the Onward Travel team (see **AION Roadside Assistance General Terms and Conditions, page 2** for contact details).

What is not covered

Costs not agreed and authorised by the Onward Travel Team.

Overnight Accommodation

What is covered

We'll arrange and pay directly for one night's bed and breakfast on the day of the Breakdown at a hotel of our choice for the driver and up to a maximum of seven passengers (see the **AION Roadside Assistance General Terms and Conditions, page 10, clause H**).

What is not covered

Any additional costs incurred during overnight accommodation, such as other meals, drinks, telephone calls and newspapers, aren't included. You must settle these directly with the hotel before leaving.

Transferability

Subject to continued compliance with the applicable warranty and maintenance requirements, any remaining unexpired benefits under the AION Great 8 Promise transfer to subsequent owners of the Vehicle.

For full **AION Roadside Assistance Terms and Conditions**, please visit www.aionauto.co.uk or [click here](#)