



EV CARGO VAN / BUS

Warranty Guidelines / Servicing schedule



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Note: The contents of this warranty guideline and servicing booklet is to provide as much relevant information to the operators as possible. It may contain information on factory optional equipment, which may or may not be included in your vehicle.

WELCOME TO BCI

EV Cargo Van / Bus warranty guidelines and service schedule.

Congratulations on choosing a Bus and Coach International (BCI) vehicle. The more familiar you are with the warranty policy and service requirements the easier it will be to operate and enjoy your new vehicle.

We offer the following advice:

Please read and understand the warranty guidelines for your vehicle. It contains essential information on how to maximise the benefits of your advanced BCI Electric Vehicle (EV). If you have any questions, please contact your nearest authorised BCI dealer or agent.

Every attempt has been made to ensure the information contained in this booklet is correct at the time of printing.

We wish you safe and pleasant journeys.

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Table of Contents

1.0 Using this guide	3
2.0 Vehicle owners' details	5
3.0 Maintenance Intervals	6
4.0 First Inspection	7
5.0 "A" Service	8
6.0 "B" Service.....	10
7.0 Special Service	11
8.0 Vehicle service records.....	12

1.0 Using this guide

This guide is designed to help vehicle owners understand the warranty policy for their EV Cargo Van/Bus, along with the recommended servicing intervals and requirements.

Please operate the vehicle in compliance with all applicable laws, regulations, and statutory requirements. BCI will not be responsible for any loss or damage resulting from improper use of the product

Warranty Coverage:

The warranty period is for **24 Months or 200,000kms** (whichever occurs first), from the first date of delivery to the first registered customer. The following exceptions apply:

Item	Component	Warranty period	
		Times (months)	Kilometres
1	Vehicle control unit	60	200,000
2	Drive motor	60	200,000
3	Battery pack (high voltage)	60	200,000
4	High Voltage controller	60	200,000
5	Drive motor controller	60	200,000
6	12 Volt battery	12	100,000

All warranty repairs must be carried out by authorised BCI dealers or agents. Failure to comply will result in the warranty claim being rejected.

Exclusions from Coverage:

- Damage caused by factors beyond BCI's control.
- Damage resulting from accidents of any kind, including collision, fire, theft, riot, and similar events.
- Misuse of the vehicle, including activities such as driving over curbs, overloading, racing, and similar actions.
- Alterations and/or modifications to any part of the vehicle without prior written approval from BCI.
- Normal wear and deterioration.
- Squeaks, rattles, and loose fittings or fasteners occurring after the initial "shake-down" period of **10,000** km.
- Light bulbs/LEDS, V-belts, glass, oils, grease, and any other fluids.
- Breakdowns or repairs conducted away from the dealership, along with associated costs such as travel, freight, accommodation, and loss of income.
- Various adjustments, including headlights, doors, clutch, brakes, wheel alignment, and similar components.

Liability:

BCI's liability under this warranty is limited exclusively to the repair and replacement of defective parts in materials or workmanship by a BCI Dealer at their place of business during normal business hours. This liability specifically excludes any costs associated with hiring a vehicle, transportation to the dealer, and compensation for loss of use of the vehicle during warranty repairs.

2.0 Vehicle owners' details

Customer / Company Name:																
Address:																
Suburb:												Postcode:				
State:																
Phone:										Email:						
VIN:																
Rego:							KMs:					Stock No:				
Model:							Dealer:									
Warranty start date:							Dealer Stamp: Signature: _____ Date: _____									
Customer / company representative signature:																
Date:																

3.0 Maintenance Intervals



WARNINGS

The following maintenance intervals are designed for typical on-road conditions. If the vehicle operates under any of the conditions listed below, the service intervals should be reviewed and potentially shortened. If uncertain, contact BCI authorised dealer for assistance:

- Rough or unpaved terrain.
- Prolonged periods of inactivity (long standing times).
- Excessive short and frequent trips.

Please carry out all maintenance in strict accordance with the following schedule. All maintenance and repairs should be carried out by an authorised BCI service provider.

- **Customer service: 1300 289 224**
- **The company website : www.bcibus.com.au**

Maintenance	Kilometres / time
1 st Inspection.	3000kms (or 6 months)
“A” Service.	Every 7,500 Kms (or 6 months)
“B” Service.	Every 15,000kms (or 12 months)
Special Service.	Required upon reaching specific mileage

Ensure that all lubricants used in the vehicle comply with the specifications outlined in the Operator’s Handbook.

4.0 First Inspection

First inspection is carried out at **3000kms** and before **5000kms** (or at 6 months).



DANGER

DO NOT touch any ORANGE harness' or cables as they contain High Voltage. Repairs only to be conducted by authorised BCI repairers.

Item	Maintenance activities, inspections or checks.	<input checked="" type="checkbox"/>
1	Check coolant level and add coolant if necessary.	<input type="checkbox"/>
2	Inspect all coolant pipes to ensure they are securely fastened and free from damage.	<input type="checkbox"/>
3	Check brake fluid level and add brake fluid if necessary.	<input type="checkbox"/>
4	Inspect all brake piping to ensure they are securely fastened and free from damage.	<input type="checkbox"/>
5	Check power steering oil level and add if necessary.	<input type="checkbox"/>
6	Check all power steering lines to ensure they are securely fastened and free from damage.	<input type="checkbox"/>
7	Check front suspension, ball joints and steering knuckles for excessive movement and security.	<input type="checkbox"/>
8	Check rear suspension for excessive movement and security.	<input type="checkbox"/>
9	Check chassis components, fasteners, wiring harness, and piping for leaks, damage and security.	<input type="checkbox"/>
10	Check tyre pressures and adjust as required (including spare tyre).	<input type="checkbox"/>
11	Check security of the spare tyre bracket and attachment to body.	<input type="checkbox"/>

12	Check tension of all wheel nuts.	
13	Check operation of all lights.	
14	Read and clear vehicle's fault memory (record any faults)	
15	Check security of 24volt battery / Clean terminal if required.	
16	Check operation of seat belts.	
17	Check operation of air conditioning system and the attachment and security of all piping.	
18	Carry out road test, checking vehicles systems and driveable. Record any findings.	
19	Check special service requirements.	

5.0 “A” Service

This service is to be carried out every **7500 kms** with the first one occurring at **10,000kms** (or every six(6) months.)



DANGER

DO NOT touch any ORANGE harness' or cables as they contain High Voltage. Repairs only to be conducted by authorised BCI repairers.

Item	Maintenance activities, inspections or checks.	<input checked="" type="checkbox"/>
1	Check coolant level and add coolant if necessary.	
2	Inspect all coolant pipes to ensure they are securely fastened and free from damage.	
3	Check brake fluid level and add brake fluid if necessary.	

4	Inspect all brake piping to ensure they are securely fastened and free from damage.	
5	Check power steering oil level and add if necessary.	
6	Check all power steering lines to ensure they are securely fastened and free from damage.	
7	Check front suspension, ball joints and steering knuckles for excessive movement and security.	
8	Check rear suspension for excessive movement and security.	
9	Check chassis components, fasteners, wiring harness', and piping for leaks, damage and security.	
10	Check tyre pressures and adjust as required (including spare tyre).	
11	Check security of the spare tyre bracket and attachment to body.	
12	Check tension of all wheel nuts.	
13	Check operation of all lights.	
14	Read and clear vehicle's fault memory in each system (record any faults)	
15	Check security of 24volt battery / Clean terminal if required.	
16	Check operation of seat belts.	
17	Check operation of air conditioning system and the attachment and security of all piping.	
18	Check condition and security of all brake vacuum lines.	
19	Check condition of the front and rear brake pads.	
20	Check condition of universal drive shaft sealing boots and replace if required.	
21	Carry out road test, checking vehicles systems and driveable. Record any findings.	
22	Check special service requirements.	

6.0 “B” Service

This service is to be carried out every **15,000 kms** (or every twelve (12) months.)



DANGER

DO NOT touch any ORANGE harness' or cables as they contain High Voltage. Repairs only to be conducted by authorised BCI dealer.

Item	Maintenance activities, inspections or checks.	<input checked="" type="checkbox"/>
1	Carry out full “A” Service.	
2	Check brake pedal clearance, adjust if necessary.	
3	Clean and lubricate all door locks and hinges.	
4	Check steering wheel for excessive free travel, adjust if necessary.	
5	Clean air conditioning ventilation system and replace filters if necessary.	
6	Check special service requirements.	

7.0 Special Service

The following services are conducted once the vehicle reaches a specific kilometre or time period.

Item	Maintenance activities, inspections or checks.	<input checked="" type="checkbox"/>
1	Replace final drive oil at first inspection or 10,000kms.	<input type="checkbox"/>
2	Replace brake fluid every 2 years or 60,000kms (whichever occurs first)	<input type="checkbox"/>
3	Replace coolant every 2 years or 60,000kms (whichever occurs first)	<input type="checkbox"/>
4	Replace final drive oil every fifth (5) "A" service or 40,000kms (whichever occurs first)	<input type="checkbox"/>
5	Replace power steering fluid every 3 years or 80,000kms (whichever occurs first)	<input type="checkbox"/>

8.0 Vehicle service records

Dealer Stamp:	Service Due:	1st Inspection
	Date:	
	Odometer:	
	Next Service:	
	Dealer Name:	
	Signature:	
Dealer Stamp:	Service Due:	
	Date:	
	Odometer:	
	Next Service:	
	Dealer Name:	
	Signature:	

Dealer Stamp:	Service Due:	
	Date:	
	Odometer:	
	Next Service:	
	Dealer Name:	
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	Odometer:	
	Next Service:	
	Dealer Name:	
	Signature:	

Dealer Stamp:	Service Due:	
	Date:	
	Odometer:	
	Next Service:	
	Dealer Name:	
	Signature:	
Dealer Stamp:	Service Due:	
	Date:	
	Odometer:	
	Next Service:	
	Dealer Name:	
	Signature:	

Dealer Stamp:	Service Due:	
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	Odometer:	
	Next Service:	
	Dealer Name:	
	Signature:	
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	Dealer Name:	
	Signature:	