

# WARRANTY & SERVICE PARTNERSHIP WITH IMEX EV CAR WARRANTY

Comprehensive Warranty Management  
Solutions

**imex**  
**LINK**



# Drive with Confidence Backed by AUTO SUPPORT SERVICES

## Exclusive Warranty & Roadside Assistance for IMEX LINK Customers

At AUTO SUPPORT SERVICES (PVT) LTD (AUSS), our goal is to help IMEX LINK offer every customer complete confidence long after the vehicle is sold. For us, a sale is not the end - it's the beginning of a trusted journey we continue on behalf of your brand.

We are proud to propose our comprehensive vehicle warranty and 24/7 roadside assistance package for all IMEX LINK vehicles. As Sri Lanka's only continuously operating warranty provider since 2015, AUSS brings unmatched reliability, proven industry experience, and nationwide service coverage.

With AUSS, IMEX LINK can assure customers:

- Strong component protection with a transparent, dependable warranty
- 24/7 roadside assistance anywhere in Sri Lanka
- Access to our island-wide service network
- Smooth, fully managed warranty processing handled by our team
- Coverage standards trusted by **Toyota Lanka, United Motors, Stafford Motors, Ideal Motors, AMW**, and other leading industry names

By partnering with AUSS, IMEX LINK can sell vehicles with greater ease and confidence, knowing every customer receives professional after-sales care and continuous support wherever they travel. Together, we create a stronger value proposition — combining your quality vehicles with Sri Lanka's most trusted warranty network.



# Mission & Vision

Overview of our commitment to excellence

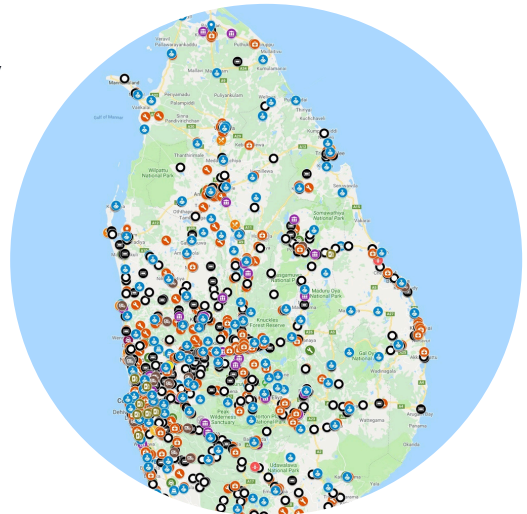
## Mission

AUTO SUPPORT SERVICES (PVT) LTD's core purpose is to **fully manage warranty** responsibilities, ensuring reliability and peace of mind for all vehicles sold by **IMEX LINK**, combined with exceptional customer service and support at every step.



## Vision

To **set the highest benchmark** in **automotive warranty** and **roadside assistance** in Sri Lanka by delivering **Michelin star-level quality standards** in **service, knowledge, and customer care**. We strive to empower and uplift service providers with world-class expertise, ensuring every vehicle owner receives unmatched reliability and professionalism. Looking beyond Sri Lanka, our vision is to take this standard of excellence to **international markets**, becoming a globally recognized leader in automotive warranty management and roadside assistance.



# Coverage and Key Services

This section outlines our commitment to exceptional service.

## MOTOR & POWER DELIVERY

Covered for 2 (or 5) Years or 100,000 km (from landing mileage)

- Includes the electric motor, inverter, and power electronics responsible for torque delivery, regenerative braking, and drivetrain performance.
- In the event of major motor or power electronics failure, we provide diagnostics, repair, or replacement through our authorized workshops..

### Conditions:

- Regular servicing must be carried out as per manufacturer's guidelines & AUSS booklet.
- Warranty does not apply if damage is caused by misuse, racing, or unauthorized modifications.

## BATTERY & CHARGING SYSTEM

Covered for 3 Years or 100,000 km (from Manufactured Month)

- Covers the high-voltage traction battery, battery modules, casing, battery management system (BMS), and charging ports.
- In case of battery failure, diagnostics, cell replacement, or full battery replacement will be provided depending on severity.

### Conditions:

- Follow recommended charging practices and periodic servicing.
- Warranty does not cover normal battery degradation, accidents, water ingress, external tampering, high-voltage damages, or voltage/power fluctuations.

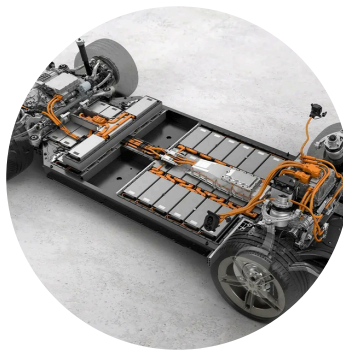
## HYBRID / ELECTRIC BATTERY

Covered for 2 Years or 100,000 km (from landing mileage).

- Covers the air conditioning system including compressor, condenser, evaporator, and related electronics, ensuring cabin comfort and battery thermal management.
- Authorized workshops will repair or replace faulty components under warranty.

### Conditions:

- Regular servicing as per manufacturer's guidelines & AUSS booklet.
- Warranty does not apply if damage is caused by misuse, aftermarket modifications, or accidents.



# Service Network

## Overview of Our Extensive Coverage in Sri Lanka



- Orugodawatta
- Colombo 10
- Malabe
- Nugegoda
- Battaramulla
- Kohuwala
- Hyde Park
- Ratmalana
- Kottawa
- Moratuwa
- Piliyandala
- Bandaragama

- Negombo
- Wattala
- Ja-Ela
- Maharagama
- Gampaha
- Yakkala
- Thalawathugoda
- Wennappuwa
- Kandy
- Kurunegala
- Anuradhapura
- Matale

- Gampola
- Jaffna
- Ratnapura
- Beruwala
- Embilipitiya
- Galle
- Matara
- Ampara
- Ambepussa
- Boyagane
- Hidellana
- Tangalle (coming)

AUTO SUPPORT SERVICES (PVT) LTD is proud to offer an extensive network of over **60+ service stations** across Sri Lanka. This **nationwide coverage** ensures that all customers receive convenient access to warranty services, repairs, and maintenance, no matter where they are located. Our aim is to provide peace of mind and reliable support for vehicle owners.

With our **24/7 hotline** and dedicated team, we guarantee prompt service and assistance whenever needed. Every service station is equipped to handle warranty responsibilities, offering **doorstep delivery** to enhance customer convenience. We are committed to delivering exceptional support, making vehicle ownership a hassle-free experience for all.



# Scan for T&C & Registration



## Contact Us for Registration



[autosupport.lk](http://autosupport.lk)



[warranty@autosupport.lk](mailto:warranty@autosupport.lk)  
[info@autosupport.lk](mailto:info@autosupport.lk)



070 2 707 707