

BYD Kenya

Official Distributor: CFAO Mobility Kenya

FAQ & Customer Response Sheet

1. General Brand & Dealership Enquiries

Q: Who is the official distributor of BYD in Kenya?

A: CFAO Mobility Kenya is the official authorized distributor for BYD vehicles, parts, and service across the country.

Q: What vehicle models are available in Kenya?

A: We offer a comprehensive lineup of Plug-in Hybrid (PHEV) and 100% Electric (BEV) vehicles:

- Plug-in Hybrids (PHEV): BYD Shark 6, BYD Sealion 6, and BYD Sealion 5.
- Pure Electric Vehicles (EV): BYD Sealion 7, BYD Seal, BYD ATTO 3, and BYD Dolphin Surf.

Q: Where are your showrooms located?

A: Our flagship showroom is located in Nairobi along Uhuru Highway (opposite Nyayo Stadium). We also serve customers through regional CFAO Mobility hubs in Kisumu, Mombasa, Nyeri, Nanyuki, Eldoret, and Nakuru.

Q: What are your operating hours and primary contact channels?

A:

- Operating Hours: Monday–Friday (8:00 AM – 5:00 PM) | Saturday (8:00 AM – 1:00 PM)
- Call / Phone: 0719 029000 / 016 / 0709 674000
- Toll-Free: 0800 723 222
- Email: enquirieskenya@cfao.com
- Website: www.byd.ke

2. Pricing & Financing

Q: How much do BYD vehicles cost in Kenya?

A: Pricing varies depending on the model, trim level, and tax configuration (including commercial and duty-free exemptions). Please share your contact details and preferred model, and our sales team will send you a detailed quotation.

Q: Do you offer financing options?

A: Yes. Through our partner banking institutions, we offer flexible asset financing tailored to your chosen model. Contact our sales team for current rates and terms.

Q: What warranties cover BYD vehicles bought from CFAO Mobility?

A: Official vehicles from CFAO Mobility Kenya come backed by extensive manufacturer warranties:

- Vehicle Warranty: 6 years or 150,000 km (whichever comes first).
- Power Battery Warranty: 8 years or 200,000 km (whichever comes first).

3. Technology, Range & Technical Specs

Q: What is a Plug-in Hybrid?

A: This is a Dual-Mode (DM) technology that combines a chargeable electric battery and a super hybrid petrol engine which gives you the unique power to choose your drive: select Full EV mode for zero-emission city driving, or switch to Hybrid mode (HEV) for longer adventurous distances.

Q: What is the Blade Battery and is it safe?

A: The ultra-safe patented BYD Blade Battery uses Lithium Iron Phosphate (LiFePO4). It passed the extreme nail penetration test without emitting smoke or fire, making it one of the safest battery technologies globally.

Q: What is V2L (Vehicle-to-Load)?

A: V2L allows your vehicle to act as a mobile power bank. You can plug in external 220V household appliances, camping gear, or power tools directly into the car.

4. Model Comparison Overview

Model	Type	Drive	Power / Torque	Range	Standout Features
BYD Shark 6	Plug-in Hybrid Pickup	AWD	430 HP / 650 Nm	650 km combined	- Multiple off-road drive modes 2.5T towing capacity & 750kg payload - HUD & 15.6" screen
BYD Sealion 6	Plug-in Hybrid SUV	FWD / AWD	214 HP – 324 HP	Up to 1,330 km combined	- AWD available with Heads-Up Display - Premium Heated and Ventilated leather seats - Driver-assist suite: adaptive cruise control, lane keep assist & blind spot detection - Wireless charging & 360° camera
BYD Sealion 5	Plug-in Hybrid SUV	FWD	212 HP	1,190 km combined	- Driver-assist suite: adaptive cruise control, lane keep assist & blind spot detection - V2L (Vehicle-to-Load) power output 12.8" touchscreen with voice control
BYD ATTO 3	Pure EV SUV	FWD	201 HP / 310 Nm	345 km – 420 km	88kW DC Fast Charging, 30-80% in ~29 mins - Panoramic sunroof
BYD Sealion 7	Pure EV Flagship SUV	AWD	530 HP	480 km	- Dual-motor AWD 0-100 km/h in 4.5s, top speed 215 km/h 9 airbags
BYD Seal	Pure EV Performance Sedan	RWD / AWD	Up to 670 Nm torque	520 km – 570 km	0-100 km/h in 3.8s (AWD) - Premium audio system 9 airbags
BYD Dolphin Surf	Pure EV City Hatchback	FWD	135 Nm torque	232 km – 310 km	10.1" rotating touchscreen & digital instrument cluster - Compact turning radius for tight city streets - Lightweight, agile city hatchback design

5. Ownership & Practicality

Q: Where can I charge my BYD, and how long does it take?

A: You can charge at home using the wallbox or portable charger that comes with your BYD, or on the go through Kenya's growing public charging network. Charging time depends on the model and charger type used. PHEV models can also simply be topped up with petrol whenever convenient.

Q: Are spare parts readily available locally, or do I need to import them?

A: As BYD's official Kenyan distributor, CFAO Mobility stocks genuine BYD spare parts locally and services across our 7 branches.

Q: What does servicing cost, and how often is it needed?

A: Servicing intervals and costs vary by model and usage. EVs generally require less frequent maintenance than combustion vehicles, since they have far fewer moving parts, which can mean lower running costs over time. Share your model and mileage with our service team for a tailored maintenance schedule and quote.

Q: Is BYD insurable with local insurance companies?

A: Yes. Several leading Kenyan insurers now offer comprehensive cover for both electric and plug-in hybrid vehicles. Our team can point you to insurance partners familiar with BYD models.

6. Trust & Local Fit

Q: Is this a genuine import, or grey market?

A: All BYD vehicles sold through CFAO Mobility Kenya are genuine, officially imported units, fully compliant with Kenyan motor vehicle regulations. This gives you full manufacturer backing, warranty coverage, and access to authorized service.

7. Buying Process

Q: How long is the wait time between ordering and delivery?

A: Lead times vary by model and current stock availability. Our sales team will confirm the current wait time when you place an order or reserve a unit.

Q: Are your technicians trained specifically on BYD/EV maintenance?

A: Yes. Our technicians undergo dedicated BYD and EV-specific training to safely and correctly service high-voltage systems, battery packs, and BYD's proprietary technology.

8. Customer Experience & Test Drives

Q: How do I book a test drive for a BYD vehicle?

A: You can book a free test drive by visiting www.byd.ke, calling 0709 674000, or visiting our Uhuru Highway showroom or any regional CFAO Mobility branch.

Q: Do you offer vehicle handover training?

A: Yes, we provide full vehicle operational training to both the owner and designated drivers prior to vehicle delivery.

Q: How do I submit business partnership proposals?

A: Send formal documentation to enquirieskenya@cfao.com.