

## SERVICE NOTE

Object: **WARRANTY INSTRUCTIONS**

### Warranty term and coverage

<b>Frame, controller, motor, display, coreline, etc.</b>	0-24 month	Proceed with repair under warranty, except evident issue present in the <b>appendix n.1</b> (below)
<b>Battery</b>	0-24 month except obvious issue	<b>0-10 months</b> Proceed with repair in warranty, exclusion mention below where you can send the QUOTE showing the problem <ul style="list-style-type: none"> <li>• Visible Battery damage</li> <li>• Water Infiltration</li> <li>• Any product modification</li> <li>• Tire holed</li> </ul>
		<b>11-24 month</b> Proceed with repair in warranty, exclusion mention below where you can send the QUOTE showing the problem <ul style="list-style-type: none"> <li>• Visible battery damage</li> <li>• Water infiltration</li> <li>• Any product modification</li> <li>• Tire holed</li> <li>• Battery Voltage below 27V/36V for battery 36V/48V (under charging level), you measure the voltage and report in the Quote that due to the Battery Voltage level is below the safety charging limit the battery have been maintained improperly (not charge for long time or in wrong condition)</li> </ul>
<b>Charger</b>	0-24 month except obvious issue (like damage or broken part)	Request picture and description of the issue, send charger FOC except evident issue.

## Appendix No. 1 - Warranty Limitations and Exclusions

<b>Damage due to misuse or accidents</b>	damage caused by shocks, accidental falls or collisions	Mechanical breakage and/or obvious presence of impact/fall/bad use marks
	exposure to water resulting in infiltration	Presence of rain/mud, obvious exposure to moisture (e.g. altered battery/controller labels);
	improper use not in accordance with the instruction manual	Surplus load, use in competitions and/or for commercial rental or hire activities
<b>Wear</b>	inevitable degradation of parts such as brake pads, tyres and lights, which occurs with normal use	Pads, calipers, brake disc or cable, tyres, footboards, seals, bearings, LED lights and bulbs, kickstands, handlebar grips, fenders, masks, stickers, etc.
<b>Unauthorised repairs</b>	using unauthorised service centres for repairs or modifications may invalidate the warranty	Repairs and/or technical interventions on the product carried out by unauthorised third parties; use of non-original spare parts.
<b>Various tampering in all or some of its components</b>	unauthorised modifications	Full wheels, max. speed modification, product and/or parts modification
<b>Incorrect road maintenance and/or incorrect maintenance</b>	incorrect initial assembly and/or maintenance of parts and/or components	Brake setting, tyre pressure, battery status, mechanical parts adjustment (handlebar hardware)
<b>Transport</b>	damage to the products resulting from transport, if carried out by the Buyer	Out-of-Warranty Repair
<b>No trouble found (NFF)</b>	if the problem described by the customer is not found the repair	Out-of-Warranty Repair