

## Important information to be supplied to the retailer and final user on how to handle the product failure and return to the dealer.

In the case a failure will happen on the electric scooter and the final user will need assistance, please follow the below procedure:

- 1) the electric scooter MUST be returned to the dealer packed with it's original pack;
- 2) the dealer have to check the scooter and verify the conditions of the content;
- 3) check with the customer the failure and understand if it is due to a misuse or abuse for which the item is intended, or if it is due to a manufacturing mistake;
- 4) if the failure is included in the below "Trouble Shooting" please follow the chart;
- 5) if the failure is still present, take back the scooter and advise your Local Distributor or Agent about the failure. You should be asked to ship the scooter to Xero Wheels Srl following the direction that your local distributor or agent will provide you. Make sure to carefully pack the scooter in its original box in order to avoid any damage during shipment, indicating the reason of the failure. Extra shipping costs due to dimension of the box used bigger than the original color box, will be charged to the retailer;
- 6) once it arrives in Xero Wheels Srl, our technicians will check the issue and fix it. If the cause of the failure will be recognized to be due to a bad manufacturing process or assembling, the warranty will cover the fixing cost. Otherwise if the failure will be recognized to be caused by a misuse or abuse, an estimate of cost for the fixing will be sent to retailer for approval before proceeding;
- 7) **OVERALL, THE RETAILER/DEALER IS NOT ALLOWED TO PROCEED WITH THE SUBSTITUTION WITH A NEW ITEM IF UNLESS AGREED WITH XERO WHEELS SRL.** Xero Wheels Srl will not refund the retailer/dealer with a new one if it will proceed without a written agreed authorization.



### WARNING:

- Do not use this product for the first time until you have charged the battery for at least 14 hours. Failure to follow these instructions may damage your product and void your warranty. To charge the battery, make sure power switch is in the **OFF** position before plugging in the charger. Insert charger into charging port on the right side of the battery box. The light on the charger housing should illuminate. Red LED light indicates battery is charging and a green LED light indicates battery is fully charged.
- Batteries must be recharged at least once a month even when the scooter is not in use. Failure to do so may result in batteries that will no longer accept a charge.
- Check the brakes for proper function. When lever is squeezed it should slow/stop the rear wheel without excessive effort. When you apply the brake with the throttle on, the brake cut off switch should stop the motor. Make sure that the brakes are not rubbing when the lever is not being squeezed. Do not ride the scooter if the brakes are not functioning properly.



### WARNING:

Like any other means of transportation, bolts and nuts may lose their effectiveness or be untighten with the use. For your safety, from time to time, carefully inspect all the connections. Moreover, from time to time, clean the scooter with a damp cloth with mid soap without the use of any solvent which may damage painting and the stickers.

## Troubleshooting

Problem	Possible Cause	Solution
Scooter will not run	Battery is not charged	Fully charge the battery. First charge should be 14 hours and up to 10 hours for recharges. Check to ensure that charger is tightly plugged into both the wall and the scooter.
	Battery does not receive the charging	Make sure the charger is plugged into the wall and the power switch is on OFF position. Make sure power flow to the wall outlet is on.
	Circuit breaker is on	Push the Reset Button to recover the normal function.
	Motor is not engaged	On "Lightening" models, to engage the motor, push start scooter, twist the throttle and the motor will engage
Scooter run time is short	Battery requires charging	Fully charge the battery. First charge should be 14 hours and up to 10 hours for recharges. Check to ensure that charger is tightly plugged into both the wall and the scooter.
	Battery will not accept full charge	Make sure power flow to the wall outlet is on.  Battery may need to be replaced. Even with proper care, rechargeable batteries do not last forever. The average rechargeable battery life is 1 to 2 years depending on scooter conditions and use. Replace only with Pulse replacement batteries.
Scooter suddenly stops working	Circuit breaker has tripped	The reset button (on the left side of the battery box) will automatically trip and turn off the power if the motor is overloaded.  An excessive overload (steep incline or too heavy of a rider) could have caused the motor to overheat and tripped the breaker. If this occurs (scooter suddenly stops running) wait a few seconds and then <b>push the reset button</b> in to reset the circuit. Avoid repeatedly tripping the breaker.  Check all wires and connectors to make sure they are connected and tight.
Scooter runs sluggishly	Brakes are not adjusted correctly	Refer to the instructions on how adjusting the brakes
	Scooter is overloaded	Make sure you do not overload the scooter by exceeding the 50kg maximum weight limit, going up steep inclines or towing objects behind the scooter. Avoid overloading the scooter as this will prematurely wear out the batteries and componentry.
	Unsuitable riding conditions	Ride only on solid, flat, clean and dry surfaces such as pavement or level ground.
Scooter doesn't brake	Brakes are not adjusted correctly	Refer to the instructions on how adjusting the brakes