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## **Instructions for pre-sales service**

### **Handing over the motorcycle to the customer**

#### Receiving of the shipment from the carrier:

- Check that the packaging is intact on the outside. In case of a damage of packaging, inform immediately the carrier and solve the matter with the carrier on spot according to the local rules.

#### Removing the motorcycle from the package:

- Carefully remove the paper box and check the contents of the transfer box in detail. Document any damage immediately. Do not remove the motorcycle from the transport pallet or unpack it until it is taken out of the paper box. Carefully document all found damages at this stage and send them to the importer or directly to the manufacturer. Other complaints following this operation will not be taken into account.
- Very carefully remove the protection covers from the motorcycle, check that the shipment is complete and in accordance with the enclosed delivery list and install all controlling parts. Check the motorcycle's VIN, which must match the VIN on the battery and charger. The VIN must be identical to the number stated on the delivery list and invoice. Immediately resolve discrepancies with the importer or directly with the manufacturer.
- For safety during transport, the main power cord is disconnected from the battery. Connect it before driving according to the instructional video
- The battery is discharged for the same reasons. Charge full the motorcycle before the first ride.

#### Motorcycle assembly:

- The motorcycle can be assembled and prepared for operation only by an authorized dealer. Therefore, the motorcycle cannot be handed over to the end customer in a transport box, incomplete or unprepared or without completion of the entire pre-sale service.
- The seller is obliged to submit to the customer a document of the pre-sale service.
- After assembling all components, you have to carry out a thorough check of the strength of all connection units. Also check the alignment of the drive components, the runout of the wheels and the tires. Also check the functionality of the entire brake system, degreasing of the brake discs and chain tension. Send any possible defects, including documentation, to the importer or directly to the manufacturer no later than 7 days from the date of delivery.
- Check that all connectors are connected correctly before placing the connector cover.
- Check the correct function of the charger. Fully charge the motorcycle.
- Check the function of the battery meter, if it is not set, set it.

#### Preparing the motorcycle for operation, functional test of the whole motorcycle:

- Prepare the motorcycle for operation in accordance with the user manual.
- Set the green map and let the motorcycle run idle for at least 5 minutes with very slight turns.
- Check all drive elements, brakes and connecting elements.

- Set the blue map and carry out a test lasting 5 minutes with the speed set to 50%. Check all drive components, brakes and fasteners. Repeat the same action again.
- Set the red map and carry out a repeat maximum speed test. The engine must not be idling for more than 5 seconds. Repeat the maximum speed test a maximum of 10 times. Check all drive components, brakes and fasteners.
- Carry out a driving test in various terrains, but at least in the range of 5 km.
- After performing the road test, check the motorcycle for the last time and clean it of flying grease and any dirt.

#### Handing over the motorcycle to the customer:

- Go through the entire user manual with the customer. Have the customer sign that they have read the user manual directly at the authorized dealer's shop. Keep this document and present it in case of a complaint.
- Hand over the signed document to the customer with the confirmation of the pre-sale service by an authorized service. Do not forget the date, place and signature of the authorized person.
- Review the warranty conditions with the customer and have them signed. Do not forget the date, place and signature of the authorized person.
- If possible, carry out the first test drive with the customer.
- Remind the customer repeatedly that the motorcycle is not intended for road and racing use.