



ELECTRIC BICYCLE/SCOOTER
LIMITED WARRANTY POLICY



DEALER CONTACT INFORMATION

If you have any questions regarding your new SSR Motorsports Electric Bicycle or Scooter, your dealer will be glad to assist you. Please record your dealer's contact information here:

Dealer Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Ph#: _____

Contact Person: _____

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Introduction

Thank you for your purchase of a SSR Electric Bicycle/Scooter. SSR makes some of the finest Electric Bicycle's/Scooter's in the world, and we back our products with a warranty that is clear and fair, and supports you and your SSR Electric Bicycle/Scooter.

Every SSR Electric Bicycle/Scooter undergoes numerous and detailed inspections during the manufacturing process. SSR Motorsports, requires its dealers to examine Electric Bicycle/Scooter such as yours several times before your first ride: At the time of Electric Bicycle/Scooter assembly from its shipping container; at the time the Electric Bicycle/Scooter is serviced for its first test ride; and after the dealer's test ride. These inspections are described on your copy of the Certificate of Electric Bicycle/Scooter Pre-delivery that the dealer provided to you when he sold you your Electric Bicycle/Scooter. The reason for all of these inspections is to make sure that your Electric Bicycle/Scooter is in top condition at the time of your purchase.

Though your SSR Electric Bicycle/Scooter was manufactured using state-of-the-art manufacturing processes, backed by decades of experience in bicycle design and development, it is still possible that a problem might occur. We do our very best to make sure that this cannot happen, but sometimes it does.

If a problem should occur with your Electric Bicycle/Scooter after you buy it, SSR Motorsports supports your Electric Bicycle/Scooter with a Limited Warranty Policy that ensures that any defects in factory workmanship or materials reported within the warranty period of the Electric Bicycle/Scooter will be repaired as promptly as possible, at no cost to you for parts or labor.

This SSR Limited Warranty Policy Booklet describes what conditions are covered by the Electric Bicycle/Scooter warranty, and which conditions are not.

If you have read this booklet and still have a question, ask your dealer's Service Manager, or Owner. If they cannot answer your question, please contact SSR Motorsports, using the information contained in the SSR Limited Warranty Policy.

Welcome to the SSR family. We hope that you enjoy every minute you spend with your new SSR Electric Bicycle/Scooter.

SSR ELECTRIC BICYCLE/SCOOTER LIMITED WARRANTY 2016 and Later Models

WHAT IS COVERED

SSR Motorsports provides a limited warranty for each SSR Motorsports Electric Bicycle/Scooter that it distributes to, and that is purchased from, an authorized SSR Motorsports Electric Bicycle/Scooter dealer. With regard to those bicycles, SSR Motorsports warrants that each bicycle/scooter is free from defects in materials and factory workmanship, subject to the following exclusions, obligations and limitations. This warranty policy applies to all 2016 and later model SSR Motorsports Electric Bicycle/Scooter.

If an eligible defect is found, the replacement parts will be provided to you at no charge. You may be responsible for any labor charges. Warranty repairs may be made at any authorized SSR Motorsports Electric Bicycle/Scooter dealer in the United States of America. Any needed parts replacement will be made using new or re-manufactured genuine SSR parts. If parts for the warranty repair must be ordered, you will not be required to leave your Electric Bicycle/Scooter in the dealer during the order period unless it is already disassembled in order to diagnose the problem.

Your selling SSR dealer is responsible for the correct assembly and pre-delivery servicing of your Electric Bicycle/Scooter, and will provide you with a signed and completed copy of the Certificate of Electric Bicycle/Scooter Pre-Delivery. This document describes the operations that the dealer has performed in the preparation of your Electric Bicycle/Scooter for sale.

SSR ELECTRIC BICYCLE/SCOOTER LIMITED WARRANTY PERIODS

All warranty periods begin on the date that the Electric Bicycle/Scooter is first delivered to you, or placed into dealer service, such as in the case of a dealer demonstrator.

Depending upon the model of the Electric Bicycle/Scooter, varying warranty periods may apply. Please consult the following list:

Electric Bicycle

Frame	24 Months
Electrical Components (including: Controller, and Display)	12 Months
Battery	6 Months or 3,000 miles, whichever comes first

SEEV-800 Scooter

Frame	36 Months
Electrical Components (including: Controller, and Display)	12 Months
Battery	6 Months or 3,000 miles, whichever comes first

DEMONSTRATORS

If you purchased an Electric Bicycle/Scooter that was used as a dealer or SSR Motorsports demonstration Electric Bicycle/Scooter, the Electric Bicycle/Scooter will have a warranty period different than that of a new Electric Bicycle/Scooter. The selling dealer will inform you of the applicable warranty period for your Electric Bicycle/Scooter.

WARRANTY TRANSFER

This warranty is transferable to subsequent purchasers of the Electric Bicycle/Scooter if SSR Motorsports is notified in writing of the new owner's name and address information.

WHAT IS NOT COVERED

Routine service or periodic maintenance such as tune-ups and service checks are your responsibility to pay for and have performed, and are not covered by this warranty.

Repairs to your Electric Bicycle/Scooter for failures that occurred after the expiration date of the warranty period.

Damage to the Electric Bicycle/Scooter that is not our fault, such as damage caused by accidents or carelessness.

Damage caused by misuse, abuse, or unreasonable or improper Electric Bicycle/Scooter operation, such as intentional burning or spinning of the front/rear tire, shifting gears improperly, overloading, operating the Electric Bicycle/Scooter with the front/rear wheel aloft.

Damage caused by negligence, such as operation of the Electric Bicycle/Scooter with flat tires, damaged components, improperly adjusted derailer, or damaged electrical components.

Damage caused by alterations or modifications not approved by SSR Motorsports, such as use of non-SSR Genuine Parts or Accessories.

Damage caused by modifications that would change the original Electric Bicycle/Scooter specifications including, without limitation, modifications of any electric motor, electric motor controller, wiring or lighting components.

Damage to the Electric Bicycle/Scooter from competition, such as racing

Damage to the Electric Bicycle/Scooter that is caused by insufficient or improperly performed maintenance or repairs, such as not performing maintenance at the intervals required in the Owner's Manual, or the use of chemical cleaners that damage the finish of the Electric Bicycle/Scooter.

Damage to the Electric Bicycle/Scooter caused by improper storage, such as weathered or faded finishes, rusting or corrosion of metal components.

Wearing or deterioration of components subject to normal wear during normal Electric Bicycle/Scooter operation, such as tires, brake pads or linings, and drive chains and sprockets.

APPLICATION EXCLUSIONS

Electric Bicycles/Scooters that are used for racing, commercial, rental, or law enforcement purposes are excluded from any warranty coverage, and are sold “AS IS”.

LIMITATIONS

This warranty does not cover incidental or consequential damage, such as damage to personal gear or property, rental of a replacement Electric Bicycle/Scooter, transportation of your Electric Bicycle/Scooter to an authorized dealer for repair, expenses incurred from the loss of use of the Electric Bicycle/Scooter, or your inconvenience.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

YOUR RESPONSIBILITIES

You must operate and maintain your Electric Bicycle/Scooter in a normal manner, following the recommendations described in the Electric Bicycle's/Scooter's Owners Manual. Depending upon your application or climate, some Electric Bicycle/Scooter may require more frequent or additional maintenance than that described in the Owners Manual. While an Authorized SSR Electric Bicycle/Scooter Dealer is trained and equipped to perform servicing of your Electric Bicycle/Scooter, periodic maintenance may be performed by anyone qualified to do so.

SSR Motorsports reserves the right to deny warranty coverage if the Electric Bicycle/Scooter has not been properly maintained. Be sure to document periodic maintenance to your Electric Bicycle/Scooter. When requesting warranty repair consideration, you may be requested to provide evidence that proper maintenance has been performed.

OBTAINING WARRANTY REPAIRS

If your Electric Bicycle/Scooter requires a warranty repair, it is your responsibility to take your Electric Bicycle/Scooter to an Authorized SSR Electric Bicycle/Scooter Dealer for repair. Your dealer will perform the necessary repairs or adjustments within a reasonable amount of time, and will provide you with a copy of the repair order for your records.

Any parts replaced under coverage of this limited warranty become the property of SSR Motorsports. If you should suffer a second failure of the same item on your Electric Bicycle/Scooter during the warranty period, we ask that you immediately inform your servicing dealer or SSR Motorsports of that circumstance.

SPECIAL ASSISTANCE

Should you have a question or problem concerning the limited warranty or the servicing of your Electric Bicycle/Scooter, please follow these procedures, in the following sequence, for the fastest possible response:

1. Bring your problem to the attention of the dealership's Service Manager, and allow the manager the opportunity to resolve your concern.
2. If you still have a concern, fully explain the situation to the General Manager or Owner of the dealership. Ask for their cooperation and assistance in resolving your concerns. These individuals are in the very best position to assist you, as they are vitally concerned with your satisfaction and future business.
3. If you request us to do so, SSR Motorsports will assist you by contacting the authorized SSR dealer regarding any inquiry related to service or warranty concerns. We will speak to the Owner, General Manager, Service Manager or Technician to learn all of the relevant facts, before making any decisions. This process will be performed as quickly as possible; however a certain amount of time must be allowed for us to thoroughly investigate the facts of the situation.

When contacting SSR Motorsports, we urge you to write rather than call , so that you can provide us with a detailed description of your concern. You may also call the SSR Motorsports Customer Service Department. The address and phone numbers are:

SSR Motorsports
Electric Bicycle/Scooter Customer Relations
13220 Molette St.
Santa Fe Springs, CA 90670
www.ssrmotorsports.com
info@ssrmotorsports.com

We will require some information to investigate your problem: The model, frame number, mileage, event dates, dealer name and the dealer

personnel consulted, your problem or question, and any modifications or accessories your Electric Bicycle/Scooter has that might be related to the problem.

Your State may require that you notify SSR Motorsports of a problem in writing prior to seeking assistance through legislated remedies, such as under Repair/Replace laws. If so, please use the above address.

SSR MAKES NO PROMISES OR WARRANTIES OTHER THAN THOSE PROMISES MADE IN THIS LIMITED WARRANTY.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE LIMITATIONS MAY NOT APPLY.

THIS WARRANTY GIVES YOU SOME SPECIFIC RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY, FROM STATE TO STATE.

SSR DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER WARRANTY, OBLIGATION, OR LIABILITY IN CONNECTION WITH THESE PRODUCTS.

MAINTENANCE RECORD

Your SSR Electric Bicycle/Scooter requires periodic maintenance to ensure, its reliable operation and performance. Please refer to your Owners Manual for the exact maintenance operations required and the intervals at which they are to be performed.

For your convenience, a record of your Electric Bicycle's/Scooter's service may be recorded below:

.....

1st Service DATE:_____ VEHICLE MILEAGE/TIME: _____ mil/hr:_____

WORK PERFORMED: _____

TECHNICIAN: _____

.....

2nd Service DATE:_____ VEHICLE MILEAGE/TIME: _____ mil/hr:_____

WORK PERFORMED: _____

TECHNICIAN: _____

.....

3rd Service DATE:_____ VEHICLE MILEAGE/TIME: _____ mil/hr:_____

WORK PERFORMED: _____

TECHNICIAN: _____

.....

4th Service DATE:_____ VEHICLE MILEAGE/TIME: _____ mil/hr:_____

WORK PERFORMED: _____

TECHNICIAN: _____

.....

5th Service DATE:_____ VEHICLE MILEAGE/TIME: _____ mil/hr:_____

WORK PERFORMED: _____

TECHNICIAN: _____

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P/N A00007-29-00
REVISED 01/21