



ELECTRIC PITBIKE
LIMITED WARRANTY POLICY



DEALER CONTACT INFORMATION

If you have any questions regarding your new SSR Motorsports Electric Pitbike, 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 PitBike. SSR makes quality products, and we back our products with a warranty that is clear and fair, and supports you and your SSR Electric Pit Bike.

Every SSR Electric product undergoes numerous and detailed inspections during the manufacturing process. SSR Motorsports, requires its dealers to examine these products several times before your first ride: At the time of Electric PitBike assembly from its shipping container; at the time the Pit Bike 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 Pre-delivery that the dealer provided to you when he sold you your Electric PitBike. The reason for all of these inspections is to make sure that your product is in top condition at the time of your purchase.

Though your SSR Electric Pit Bike was manufactured using state-of-the-art manufacturing processes, backed by decades of experience in 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 PitBike after you buy it, SSR Motorsports supports your PitBike with a Limited Warranty Policy that ensures that any defects in factory workmanship or materials reported within the warranty period of the Electric PitBike will be repaired as promptly as possible, at no cost to you for parts.

This SSR Limited Warranty Policy Booklet describes what conditions are covered by the Electric PitBike 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 PitBike.

SSR ELECTRIC PITBIKE LIMITED WARRANTY 2024 and Later Models

WHAT IS COVERED

SSR Motorsports provides a limited warranty for each SSR Motorsports Electric PitBike that it distributes to, and that is purchased from, an authorized SSR Motorsports Electric PitBike dealer. SSR Motorsports warrants that each PitBike is free from defects in materials and factory workmanship, subject to the following exclusions, obligations and limitations. This warranty policy applies to the SSR SR-e500 PitBikes.

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 PitBike 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 PitBike 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 PitBike, and will provide you with a signed and completed copy of the Certificate of Electric PitBike Pre-Delivery. This document describes the operations that the dealer has performed in the preparation of your Electric PitBike for sale.

SSR ELECTRIC PITBIKE LIMITED WARRANTY PERIODS

All warranty periods begin on the date that the Electric Pitbike is first delivered to you, or placed into dealer service.

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

Frame	1 Year (Parts Only)
Components	30 days (Parts Only)
Battery, Motor, and Controller	1 Year (Parts Only)

WARRANTY TRANSFER

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

WHAT IS NOT COVERED

Labor: This limited warranty does not cover the labor for warranty repairs or warranty parts replacement. You, the owner, are responsible for any and all labor charges.

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

Repairs to your Electric Pit Bike for failures that occurred after the expiration date of the warranty period.

Damage to the Electric Pit Bike that is not our fault, such as damage caused by accidents or carelessness.

Damage caused by misuse, abuse, or unreasonable or improper Electric Pit Bike operation, such as intentional burning or spinning of the rear tire(s), overloading, operating the Electric Pit Bike with the front/rear wheel(s) aloft.

Damage caused by negligence, such as operation of the Electric Pit Bike in deep water or severe weather.

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 Pit Bike specifications including, without limitation, modifications of the battery, motor or controller.

Damage to the Electric Pit Bike from competition, such as racing.

Damage to the Electric Pit Bike 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 Pit Bike.

Damage to the Electric Pit Bike 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 Pit Bike operation, such as tires, brake pads or linings, and drive chains and sprockets.

APPLICATION EXCLUSIONS

Electric Pitbikes 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 Pit Bike, transportation of your Electric Pit Bike to an authorized dealer for repair, expenses incurred from the loss of use of the Electric Pit Bike, 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 Pit Bike 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 Pit Bike may require more frequent or additional maintenance than that described in the Owners Manual. While an Authorized SSR Electric Pit Bike Dealer is trained and equipped to perform servicing of your Electric Pit Bike, periodic maintenance may be performed by anyone qualified to do so.

SSR cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance. SSR recommends that you, the owner, documents all periodic maintenance to your vehicle. When requesting warranty repair consideration, you may be requested to provide evidence that proper maintenance has been performed.

OBTAINING WARRANTY REPAIRS

If your Electric Pit Bike requires a warranty repair, it is your responsibility to take your Electric Pit Bike to an Authorized SSR Electric Pit Bike 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. If you should suffer a second failure of the same item on your Electric Pit Bike 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 Pit Bike, 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 Pitbike 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 Pit Bike 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 Pitbike 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 Pitbike service may be recorded below:

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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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