



GO!MATE

Operating Manual

stæp Scooter TR and ER

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Operating manual **stæp** scooter models

Congratulations on choosing a scooter
from the go!mate range of products

PLEASE READ ALL THE SAFETY AND OPERATING INSTRUCTIONS CAREFULLY BEFORE YOU BEGIN.



stæp TR kick scooter



stæp ER E-scooter



stæp ER Plus E-scooter

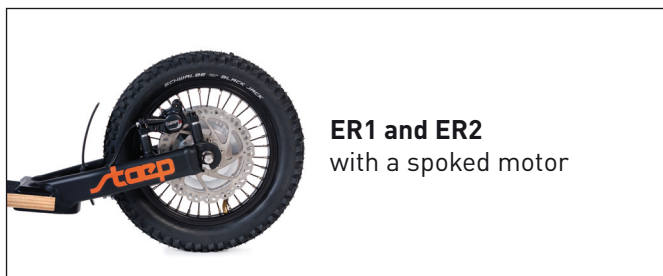
This manual contains basic operating instructions for the stæp scooter.
Vehicle users must use good judgment and common sense to avoid hazards that may occur during operation of the stæp scooter. Please follow all applicable laws for vehicles and pedestrians.

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The manual will help you understand the use and maintenance of your scooter. We start with the TR series, the pure kick scooter with currently two models, TR1 and TR3. The number behind the TR indicates the number of joints and thus the degree of foldability. We will individually describe each joint of the SFS (Smart Folding System) with its special features.

All points listed here are the basis for the ER series, the electric scooters with five models ER1, ER1 PLUS, ER2, ER2 PLUS and ER3. In addition to the three different joints, the electric scooters are available...



The E-scooter ER3 can be supplied with a lefty motor developed by go!mate in 2019.

At go!mate, development work on all our models never ceases, so please allow for the fact that changes in design, equipment and technical specifications may be made at any time. Thus, no claims can be derived from the information, images and descriptions in this operating manual.

Safety Test

The scooter has been tested according to DIN EN 14619:2015-06.

Marking of important information

These symbols mark particularly important information on risks and safety in operation:



This warning draws your attention to possible dangers to your health, your life or that of other persons that may arise when using the scooter.



This notice draws your attention to possible damage that may occur to the scooter during handling or operation.

Important information



Currently the ER scooters are not street legal within Germany. At present, only private and company premises, parks, golf courses, campsites or port areas are considered as areas of application, as far as no other regulation prohibits the use. Up to now, approval for use on public roads in Germany has been regulated by the laws of the EU. Occasionally exceptions were made, so that the electric scooter may be used in some countries of the European Union by special permission in road traffic, please inquire about the respective country guidelines regarding the permission. It is possible to apply for an individual approval at the Road Traffic Licensing Department.

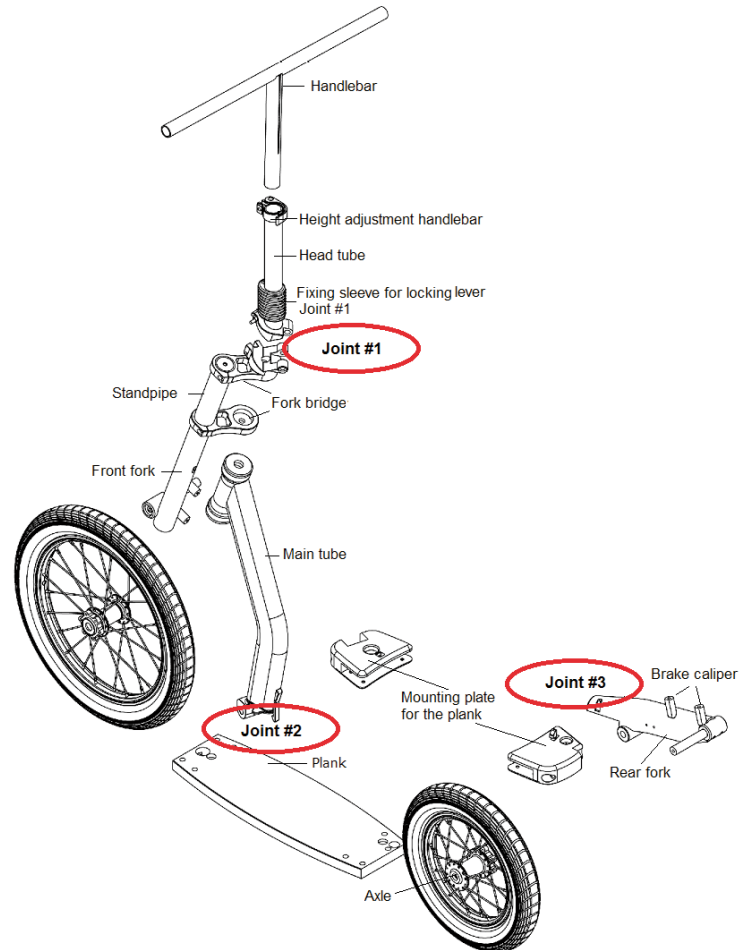


After the first few kilometers of using the scooter, be sure to check that the following screws are still tightened: brake calipers, screws at the top and bottom of the head tube (upper screw visible when joint #1 is open), triple clamp screws, screws for fixing the plank, axle screws for the wheels. The screws are factory fitted with a screw lock. Nevertheless a check is important. Do not make any modifications of your own.

Construction

Several important design goals are successfully implemented to maximize the product experience of „driving a scooter“. This includes low weight, best driving comfort even in rough terrain, optimal power transmission and smallest transport dimensions. The scooter is manufactured in Germany, all tubes and mechanical parts are made of high-strength aluminum. It is designed without a frame. The front part of the scooter is connected to the rear part by a multi-layer plank made of Canadian maple. The plank is flexible and by interacting with the pneumatic tires it is forming an ideal, very comfortable spring system which protects joints and spine while driving.

The wheels are suspended on one side (lefty), except the rear wheel of the electric scooter. If you have to change the inner tube, the wheels do not have to be removed.



Unboxing

We certainly understand that you are excited about trying out your scooter right away. Please preserve yourself in patience.



Read the whole manual carefully. This ensures that you will be able to always handle the scooter safely.

Unpack the scooter. It will be delivered folded. Before using the scooter for the first time, a few steps are necessary to get it on the road.



The scooter has several joints, which have to be unfolded before use and will fold down in a few simple steps for transportation. Make sure that no limbs or hair protrudes into the joint surface. There is a risk of getting stuck and injured.

Remove all packaging material from the scooter. Make sure that there are no parts of the packaging material in the brake calipers or brake levers. This could affect the functioning of the powerful braking system.

Safety and security

Practice in secluded areas and do not drive on public roads unless expressly permitted.

For driving in traffic and in the dark, the scooter must be equipped with safety elements (lights, reflectors, etc.) according to the road regulations in force in your country. Comply with road traffic regulations as well as the principles of safe operation and use personal protection equipment such as helmet, gloves, sturdy shoes, etc.

Before each ride, ascertain proper functioning of brakes and check the technical condition. Never exceed the maximum inflation pressure given on the side of the tyre.

Do not exceed the maximum load capacity of 120kg. The scooter is dedicated to only one person. It is not designed for loads such as acrobatics and jumps. Avoid dangerous actions, keep both hands on the steering wheel.

All components that regulate the speed (brake pads, rims, tyres, etc.) heat up during use, do not touch them until they have cooled down!

Operating Conditions

The **TR Roller** can be used without restrictions in any weather condition. For use in the rain an optional mudguard system is available which can be used if required. The plank is sealed and therefore will not be damaged in the rain.

The **ER scooters** are limited to the operating conditions of the LiPo battery. The battery can be used at 0°C to 40°C. In cold temperatures, the battery must be stored inside a building and warmed up before use. The ER scooters can also be used in the rain and can also be equipped with mudguards.



If the scooter is parked, the plank should not get in touch with water.

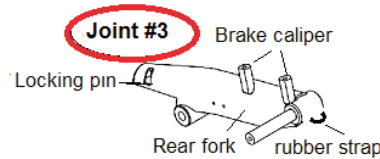
We recommend the following sequence for unfolding the scooter: (1) Joint #3 - (2) Joint #2 - (3) Joint #1. The sequence 1) Joint #2 - (2) Joint #1 - (3) Joint #3 has been proven to be the best way for folding. See our drawing on page 6. The folding procedure for each joint is described below:

Folding Instruction Joint #3

Unfolding Joint #3



The rear joint is connected to the rear fork by means of a rubber strap attached to handlebar. Remove the strap from the brake lever on the handlebar. Fold the rear fork towards the plank.



When the fork touches the plank, the locking device engages on the rear plate. Make sure that the locking device is securely locked by pressing the lever against the fork tube.

Folding Joint #3

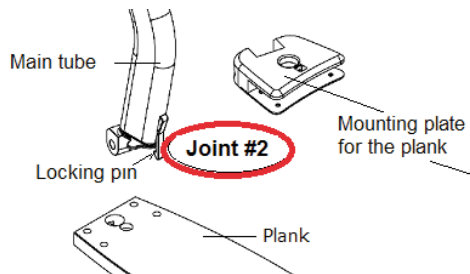


It is recommended that joint #3 of the stæp scooter TR3 (three joints) is the most recently folded one. The plank should lie on your back. Press the locking pin away from the rear fork with one hand and then use the other hand to move the fork tube with the rear wheel to the plank. As soon as the fork is pushed to the limit pull the rubber strap over the brake lever on the folded handlebar.



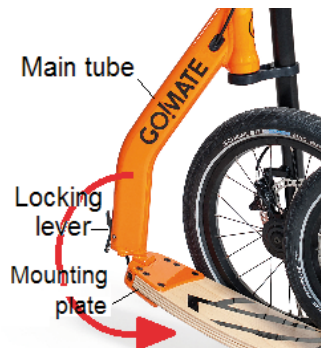
Folding Instruction Joint #2

Auffalten Gelenk 2



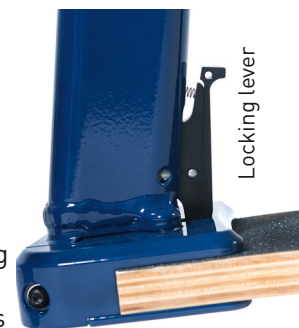
It is recommended to fold joint #2 with unfolded handle bar. This makes the folding process very simple and comfortable. Use one hand to hold the main tube and (1) pull the safety wedge upwards out of the recess in the mounting plate. Now (2) press the locking lever to the main tube and turn it to the direction of the underside of the plank. Push the front wheel past the plank, rotate the scooter (the plank) 180° to the upper side and put it on the ground.

Folding Joint #2



Joint #2 is unfolded by pressing the main tube in the direction of the upper side of the plank. At the end of the folding process, the locking lever has to be pushed to the main tube to simplify the gliding into the recess of the mounting plate.

The locking lever is constructed in two parts and consists of the hook that holds the main tube and a clamping wedge that secures the hook to the rear. Pull the main tube to the mounting plate. As soon as the main tube lies



flatly on the points of support, press the safety wedge of the locking lever firmly into the opening and thus lock the locking lever. The lever has to be in the front position of the recess and may not be moved with the safety wedge pushed downwards.

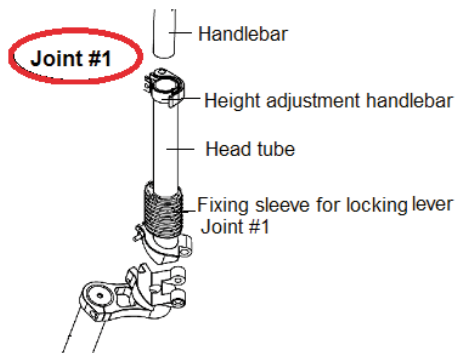


When unfolding joint #2, make sure that the hydraulic hose and the cables of the electric scooter slide into the main tube. There is a danger of crushing hose and cable, which can impair the scooter's function.



Do not drive without having pushed the safety wedge all the way down and firmly locked the locking lever. The joint can open in an unsecured state when braking abruptly.

Folding Instruction Joint #1

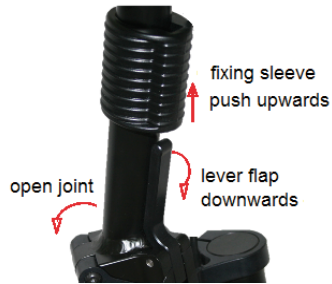


Make sure that loose cables and hydraulic hoses do not get stuck in the lever and interfere with the folding process.



Joint #1 carries the greatest risk of becoming jammed. When folding, make sure that there are no limbs or hairs in the area of the two contact surfaces.

Unfolding Joint #1



If there is more than one joint, we recommend folding joint #2 first, then joint #1 and then joint #3 if available. Push the fixing sleeve upwards and release the locking lever. Pull the lever forward and open it. Pull the handlebar back and fold completely.

Folding Joint #1



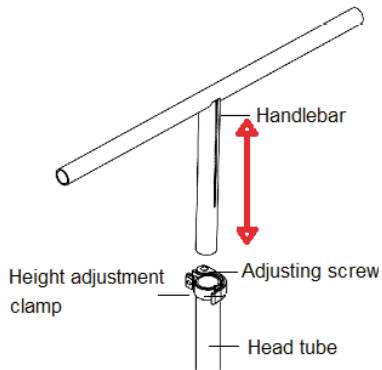
Pull the handlebar up diagonally. As soon as the two joint surfaces lie on top of each other (the handlebar is straight up), pull the lever with some resistance against the handlebar tube. When the lever fits closely to the tube, slide the fixing sleeve over the lever from top to bottom.



Never drive without having locked the handlebar in joint #1 with lever and fixing sleeve. Otherwise the handlebars will be completely unstable and driving could be life-threatening.

With a little practice you will be able to easily master the folding process. Folding usually takes no longer than 10 seconds in any direction which is supported by the One Touch joints.

Handlebar and Front Wheel Alignment

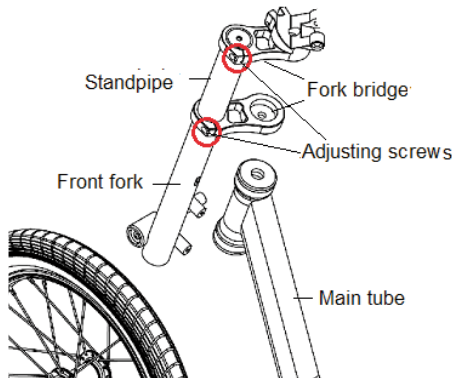


Above joint #1 the height of the handlebars can be adjusted by using a clamp on the head tube. Open the lever of the clamp to adjust the height of the handlebars.



Never drive with the clamp open. An unsecured handlebar presents unnecessary risks to your personal safety.

The clamping force can be adjusted using the silver Allen screw. The clamping has to reach the necessary strength so that the driver can fully rest his upper body on the handlebars without the handlebars moving in height. If the handlebar moves, turn in the Allen screw. If the clamping lever cannot be fully closed, unscrew the Allen screw slightly. The handlebars must be aligned exactly at right angles to the front wheel.



The alignment from the handlebar to the front wheel is particularly important, as it has a significant influence on the steering behaviour of the scooter. If you need to adjust the alignment, slightly open the two Allen screws on the fork bridge of the standpipe. Adjust the front wheel accurately to the centre of the plank and then align the handlebar to the correct position at a right angle to the front wheel. The screws must be tightened with at least 12 NM.



Make sure that the screws of the fork bridge are always tightened. Driving with loose screws is life-threatening.

Wheels

All wheels are equipped with high-quality ball bearings. They run very easily. The scooters can be equipped with street tires (Schwalbe Big Apple) or knobby tires for maximum operational excellence in terrain (Schwalbe Black Jack). On a smooth surface, the optimum tire pressure is 3 bar at the front and rear. The maximum permissible pressure must not exceed 4 bar. Lugged tires can be used on off-road terrain with a tire pressure of 1.5 bar, especially on gravel-like surfaces. A lower pressure cannot be recommended.



Please note, during the journey and through the sun, the tire pressure increases because the tires heat up. Check the tire pressure regularly.

The hose of the rear wheel has a cranked valve which points outwards. This should make it easier to attach the air pump's valve socket. For the ER models, we recommend an air pump with flexible hose connection, as offered as a go!mate accessory.

Brakes

The front and rear brake system consists of the brake lever on the handlebar, the brake hose and the brake caliper. On delivery, the brakes are preset.

The TR models can be equipped with either one brake or two brakes.

The ER models always have two brakes. As standard we use one 140mm brake disc each at the front and rear. At the front it can be replaced by a 160mm disc. We recommend the use of the larger disc for a weight of the rider > 100kg and if the scooter is used in a very mountainous terrain.

The brake system with two brakes has an enormous braking power, which must be used with caution and overview. Generally the rear brake is on the right handlebar and the front brake on the left.



Practice braking with the scooter to familiarise yourself with the braking behaviour. Especially the use of the front brake should be practiced.



The abrupt actuation of the front brake with maximum braking power can lead to a rollover. This brake, especially equipped with 160mm disc, should be used in a careful, considered and well-dosed way.

We recommend that you always start the braking process with the rear brake (right) and then apply the front brake. When braking you should also shift the weight to the rear.

By the way, it is completely normal for the scooter to flex upwards when braking. This is a consequence of the dynamics of the flexible planks and desired. The flex becomes larger with increasing braking force at first and then springs back again. Make sure that the brake pads remain clean and dry. They must not become oily, otherwise they will lose their efficiency.



Do not drive with dirty, oily or completely worn brake pads. In a dangerous situation this can prevent the scooter to come to a complete stop and endanger yourself and other road users.

In case the brake rubs, you must realign the affected brake caliper. To do so, slightly open the two screws securing the brake caliper to the frame using a 5mm Allen wrench. First align the front and top caliper to the disc so that a small gap is visible between the pad and the disc on the left and right. Carefully tighten the screw slightly. Make sure that the brake caliper does not move. Now you can align the caliper at the rear. When the wheel moves without grinding noises tighten the rear screw. Tighten both screws properly.

Stand

An optional stand for the scooter is available. It is attached from the inside to the rear fork. The stand provides a firm position for the scooter. The scooter must be on secure and flat terrain, otherwise the vehicle could tip over through it being tail-heavy. Baskets and bags on the handlebars impair the stability.

The stand can be installed retrospectively at the rear left fork: Remove the rear brake caliper by unscrewing both screws. Lift the caliper off the brake disc. Unscrew the screw that holds the rear wheel on the axle and pull the rear wheel off the axle. Now you have access to the two screw points of the fork. Screw on the stand so that the cranked part of the mounting plate faces outwards, tighten the screws with 10NM. Slide the rear wheel onto the rear axle and tighten the axial fixing screw with the washer. Check that the wheel runs smoothly. Mount the brake caliper and align it.

On scooters with V-fork (ER models) the brake caliper can remain mounted. The drive motor must be removed. To do this, disconnect the plug connection at the rear of the fender plate. Loosen the motor screws on the left and right. Then pull the discs with the anti-rotation device outwards until the motor shaft can easily fall downwards from the dropouts. Now the stand can be mounted. The motor is then reassembled in reverse order.



Always make sure to fold the stand in before start riding.



Light

When driving on public roads, the scooter must be equipped with safety elements (lights, reflectors, etc.) according to the road regulations in force in your country. A battery light set is available as an option for the scooter. It has very practical dimensions and is also characterized by an optimum light output for the scooter. The front light is mounted on the handlebar. The rear light is mounted on a special light holder which sits on the rear screw of the rear brake caliper. See also the separate instructions here. Don't drive in the dark.



Carrying the scooter

TR1 and ER1 are not intended for prolonged carrying. You only fold the handlebars. This makes transport in the trunk very easy. However, if you need to carry the scooter for longer distances, we recommend the TR3 and ER3 models.

The scooter is grasped for carrying at the main tube. Carrying the scooter on the long arm is very comfortable and space-saving. Even taking the scooter on public transport is not a problem, it is stowed like a piece of luggage.

Technics

Driving the stæp scooter is a great experience. The use of the planks give a kind of surf-feeling. The handling in curves is dynamic and the scooter's feedback from the ground, cornering and propulsion to the rider is direct and conveys safety.



stæp TR scooter technical data



Scooter foldable	spoke wheels
Folding size TR1 120cmx60cmx-25cm	Front wheel 16 "
Folding size TR3 70cmx60cmx30cm	Rear wheel 12 "
Length 130cm	Front wheel geometry Lefty
Height 100cm	Rear wheel geometry Lefty
Footboard Height 11cm	Frame material aluminum
Footboard Width 15cm	Footboard multilayered glued wood
Handlebar height adjustment 14cm	Brakes TEKTRÖ hydraulic 140mm discs
Width handlebar 52cm	Loadable up to 120kg, suitable from 7 years
Weight from 7kg	CE certification

stæp TR scooter application

More muscle groups are required riding a pedal scooter than riding a bicycle, although the kick-off movement looks simple. The low access and short distance from the road surface optimally transfer the muscle power. To roll and glide in a force-saving manner, the swing leg must be changed more frequently. The leg should change every six to ten times. You will be amazed how effectively the scooter accelerates during these changes.

The upper part of the body helps to push the scooter backwards, therefore a higher handlebar is not conducive (except when strolling through the city).

You will find further information in our FAQ section on our site gomate.de



Always keep both hands on the handlebar while driving.
Do not drive under the influence of alcohol and observe traffic regulations.

stæp ER scooter technical data



Scooter with electric drive foldable	Weight 13.2kg
Folding size ER1 120cmx60cmx-25cm	Front wheel geometry Lefty
Folding size ER2 90cmx55cmx-25cm	Rear wheel geometry V-Fork
Length 130cm	Frame material aluminum
Height 100cm	Footboard multilayered glued wood
Footboard Height 11cm	Brakes TEKRO hydraulic 140mm discs
Footboard Width 15cm	Battery 36V 7.0Ah / 7.5Ah, lockable
Handlebar height adjustment 14cm	Loadable up to 120kg, suitable from 14 years
Width handlebar 52cm	Thumb throttle lever
Front wheel 16 " Spoke wheel	Range about 35km
Rear wheel 12 " Spoke Wheel ER1 and ER2	LCD display meter with 5 speed levels , km or mi counter
Rear wheel 12 " Rim Wheel ER1 PLUS and ER2 PLUS	36V 250W BAFANG Hub Motor spoked ER1 and ER2
Speed 20km/h ER1 and ER2	36V 250W Rim Motor ER1 PLUS and ER2 PLUS
Speed 25km/h ER1 PLUS and ER2 PLUS	CE certification

ER application

ER scooters have a 250W motor in the rear wheel, a controller, a Lipo battery, a display and a throttle.

After you have assembled the scooter, insert the battery into the battery holder. Lock up the battery immediately after insertion (see chapter Charge Battery). The interlock mechanism of the battery prevents it from falling out of the holder. Switch on the battery at the bottle's On/Off main switch.



An unlocked battery may fall out while driving. The battery may be damaged caused by the impact. Whenever your travel is interrupted set the main switch on the battery to Off.

Multifunction LED

The electric scooter is equipped with a BAFANG display on the hub motor (with spokes in the rear wheel). For a rim motor (motor is fixed to the rim) an LCD-3 display is supplied. The function is described in the separate operating manual. Please read these carefully before using the unit.

Press the On/Off switch for 5 seconds and turn on the display. Check the state of charge of the battery and switch on the desired speed level. The throttle lever is active with a selected speed level. If it is pressed, the engine starts.



Warning: Only operate the drive lever if you really want to drive off. The engine develops a very high torque. Operating the lever while stationary can knock the scooter out of your hands and injure other persons.

The system can be turned off using the on/off switch. Press it for 5 seconds and the system will shut down.

Before you drive off, make sure that you have selected the correct speed level. We recommend that beginners and older drivers select maximum speed level 4 for the rim motor. This results in a maximum speed of 20km/h which usually is sufficient. Always bear in mind that a normal cyclist hardly reaches 20km/h in continuous operation.

Once you have selected the correct speed, push the scooter and make a two-foot kick to reach a basic speed. Place both feet on the plank, preferably one behind the other, and then carefully accelerate until you have reached the desired speed.



Attention: Always select an appropriate speed that is adapted to the current traffic situation. Drive with great care, especially when people are present.

Should you run out of energy during your trip with the ER scooter, it can be moved manually just as comfortably as the TR scooter. The slightly higher weight of the scooter has hardly any effect on the driving characteristics. The driving technique is identical to the one of the kick-scooter.



With the V-fork, the axle caps protrude slightly from the rear of the frame. These are secured with rubber caps. These should always be available. When the scooter is in use, do not move your swing foot too close to the plank so that you do not hit the rear axle cap.

Battery

Battery Indicator

Observe the battery indicator regularly while driving. It indicates how much battery power and remaining range is still available to you. It may happen that the displayed capacity fluctuates under a changing load, for example in hilly conditions.

When the battery is discharged, the lamp flashes several times and it is then switched off. This is a safety function to prevent deep discharge of the battery. Please charge the battery before using it again in motor mode.

You can use the USB port of the battery to power your smartphone as well as the light.

Charging the battery

The scooter's battery has a built-in battery management system, BMS. This system takes care of all relevant safety functions and the safe charging process.



To charge, remove the battery from the holder in the scooter. Turn off the battery at the main switch.

Place the battery on a safe, fireproof surface. It should not be able to tip over when charging. Connect the power supply to the mains and plug the round plug into the charging socket. The charging LED changes from green to red and indicates the charging process.

The battery is fully charged when the LED is

permanently green. When the battery is fully charged it can be inserted back into the battery holder and put into operation.



The battery is inserted laterally by holding it at an angle of approx. 45° to the holder. Insert the noses on the battery into the holder and turn the battery into a vertical position. Once the battery is inserted, it must be locked so that it cannot fall out unintentionally.



Always recharge the battery after use, do not leave a discharged battery lying around for a long time. If the battery is deeply discharged, no warranty can be given. Do not expose the battery to extreme heat or cold and protect it from moisture.



- Charge the battery only under supervision. Improper charging of the lithium battery can lead to ignition and explosion of the lithium battery!
- To charge your lithium battery, always use the charger specially supplied for this purpose.
- In any case, avoid using the charger in a humid or wet environment. It is essential to avoid any ingress of water into the charger. If liquid does enter, immediately disconnect the charger from the mains supply and have it checked by a specialist.
- After charging has been completed, the charger must be disconnected from the battery and the battery should be removed from the charger switched off.

Disposal



As a consumer, you are legally obliged to return used batteries and accumulators to collection points set up for this purpose. You can return your used batteries and accumulators to the public collection points in your municipality or wherever batteries and accumulators of the relevant type are sold.

Batteries and rechargeable batteries should not be disposed of with household waste.

Care and Maintenance

If you have to change a punctured tire at your TR or ER3 stæp, you can remove it relatively easily. You do not need to remove the wheel. On the opposite side of the suspension, lift the casing off the rim using a lifting tool. Then pull out the hose, repair the hole and reinsert the hose. Now lift the casing onto the rim. Then inflate the tyre to 3.0 bar. Your scooter can be used again.

On the ER1 and ER2, the front tube can be repaired using the above method. For the rear tire, the wheel must be removed. To do this, disconnect the scooter/motor plug connection (behind the fender), remove the nuts from the motor axle, remove the anti-rotation device on the axle and slide the motor out downwards. Then lift off the jacket on the side opposite the disc brake and repair the jacket.

Care

The joints can be oiled from time to time with a resin-free oil.

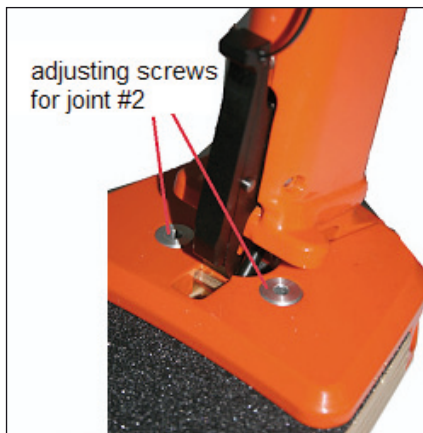
The frame can be cleaned with a soft cloth.

If the scooter is very dirty, you should refrain from cleaning it with a high-pressure cleaner. This will force dirt into the bearings, which will affect the longevity of the bearings and the scooter.

Maintenance

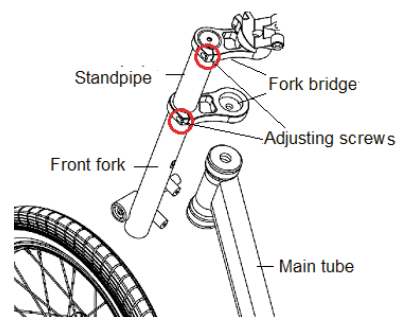
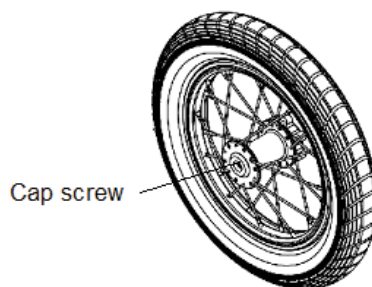
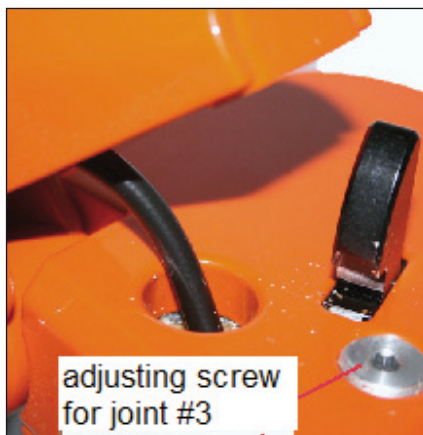
Correct and regular maintenance increases safety and extends the life of your scooter. Therefore, regularly tighten the bolts, check the condition of the quick-release levers and the air pressure in the tires. Regularly check the tread depth and tire back, if necessary replace the tires by new ones with the same parameters.

Joints 2 & 3 may develop some play due to vibration which can be easily corrected.



On the mounting plate for the plank there are adjustment screws for the joints #2 & #3. If the joints developed some play, open the joint and unscrew the support surface by a quarter turn using a 4mm Allen wrench. With joint #2, both support surfaces must be opened symmetrically. Close the corresponding joint and check whether the play has been „unscrewed“ and also ensure tight closure of the joints. If there is still play, unscrew the support surfaces a little further. If the joint cannot be closed tightly, screw the support surfaces in slightly. With a few attempts, you will find the optimum setting.

Regarding the screws you should regularly check the cap screws that hold the wheels on the axle, the 12 screws on the underside of the plank and the two screws on the fork bridges of the front fork for tightness.



Options in the configuration

All TR scooters can be optionally configured with one or two brakes.

All scooters can be equipped with a 140mm or 160mm brake disc at the front wheel.

ER1 and 2 can be equipped with hub motor or rim motor.

Optional accessories

Stand, can be retrofitted at any time
Rear light holder, can be retrofitted at any time
Go!mate USB Light Set
lugged tyres for the terrain SCHWALBE Black Jack
Front mudguard
Rear mudguard
bell
lock
Ergonomic handles
KlickFix handlebar adapter
Bag or basket for KlickFix, max. 5kg load capacity
Luggage holder for KlickFix, max. 5kg
Backpack for KlickFix, max. 5kg
Special air pump (recommended for ER1 and ER2)
Hose repair kit
helmet
transport bag
protective cover

Spare parts

Tire 16" front
Inner Tube 16" front
Tire 12" rear
Inner Tube 12" rear
handlebar
Handlebar clamp
screws
Brake lever left
Brake lever right
brake pads
grip black
motor
display holder
display
display screws
Screw set Plank
Screw set wheels
Loccking lever
Rubber strap

Warranty

General provisions

The content, scope and validity of the guarantee shall correspond to the current applicable statutory provisions in Germany. Wearing parts such as batteries, tires, tubes, rims, wheels, hubs, brake parts, wheel bearings and damages as a result of natural wear-and-tear, improper maintenance, nonconformance with operating instructions are excluded from the warranty.

In particular any defects arising from jumping, descending steps, sidewalk edges, stairs or driving on muddy ground, sand or gravel and overloading due to excessive weight shall not be covered by the warranty.

Warranty Conditions

1. The manufacturer shall remedy any defects arising due to material or manufacturing defects by repairing or replacing the affected part in accordance with the statutory warranty regulations over a period of 24 months from handover of the scooter to the end customer. The warranty period for the battery is 6 months.

The manufacturer can refuse the required repair or replacement of the defective part if this is only possible at disproportionate cost. In this case, the manufacturer can remedy the defect by the other option of subsequent performance.

If both types of subsequent performance are only possible at disproportionate cost, the manufacturer may refuse subsequent performance in its entirety. The customer shall then be entitled to the statutory claims. Replaced parts become the property of the manufacturer.

2. the installation of spare parts within the scope of a warranty case does not extend the warranty period running from delivery of the vehicle to the customer.

3. The warranty does not apply to wear and tear resulting from normal use, nor to wear and tear resulting from improper handling and use. Oxidation and corrosion are caused by environmental influences and do not constitute a defect covered by warranty.

4. The buyer loses his warranty claim if the vehicle is manipulated, such as changes to the wiring harness, the battery pack, the sensor system, brake system, as well as the installation of accessories and spare parts, which have not been approved by the manufacturer.

All improper interventions, such as by an unqualified workshop, will lead to the loss of the warranty claim.

5. When notifying a warranty case, the buyer must submit a proof of purchase to the seller.

Should you have a technical problem with the scooter you have purchased, our service staff is at your disposal:

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