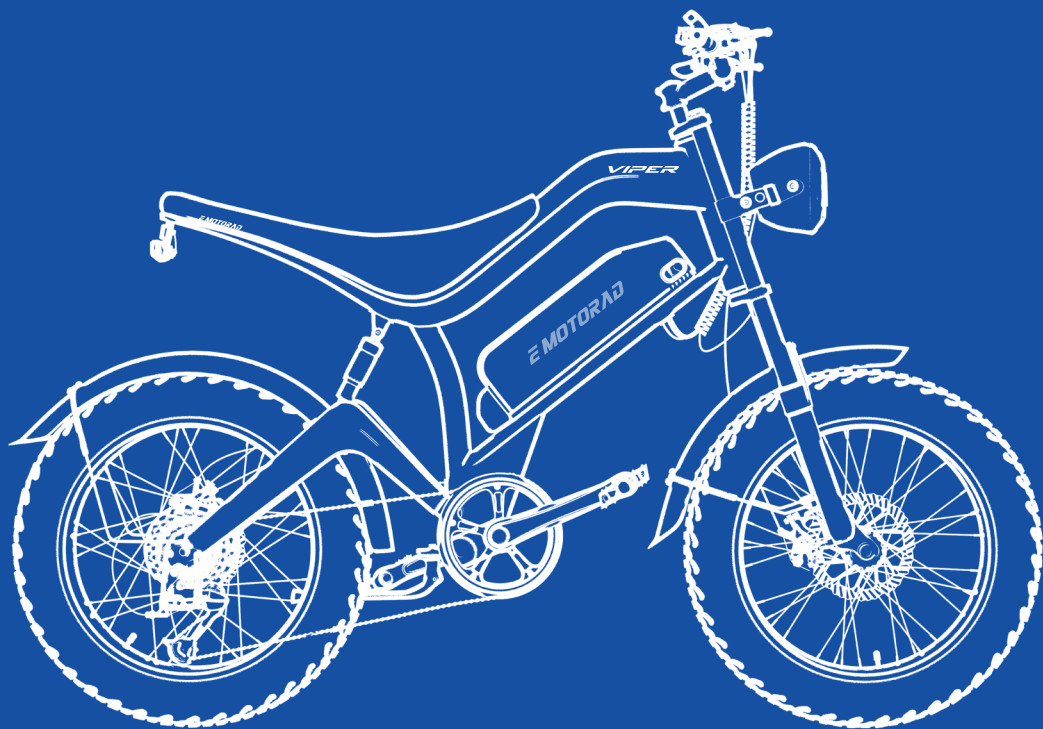


E MOTORAD

VIPER

QUICK START GUIDE



www.emotorad.com

VIPER



NOTE:
The graphics in this manual are schematic representations and may not exactly match the Product.

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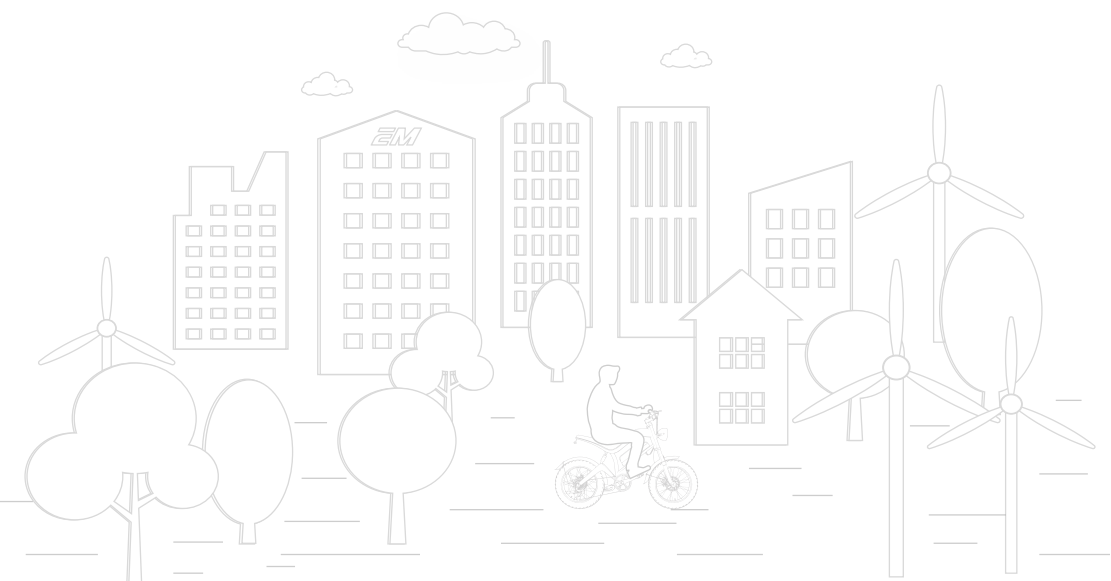
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INTRODUCTION

Hey there, rider!

Welcome to the world of e-cycling with EMotorad Viper! We're excited to have you join our tribe of riders who are not just embracing urban mobility but also doing so in style. This manual is designed to help you assemble your electric cycle and get to know its features so you can fully enjoy your riding experience. Safety is our top priority, so please read this manual carefully before you start pedalling. If you have any questions or need assistance, don't hesitate to contact our customer support team.

Happy riding!



01

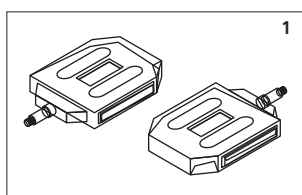


THE TOOL GUIDE

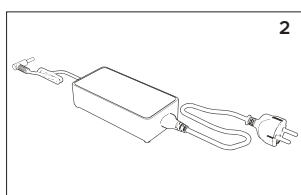
Tools you must keep handy before assembly:

- A Pair of Scissors (Not Included)
- Kit Box (Included)

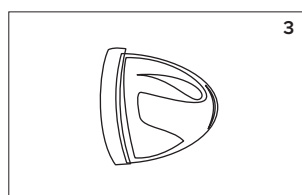
KIT BOX



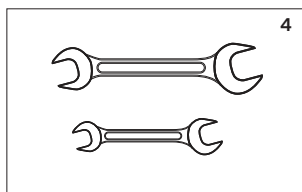
Pedals



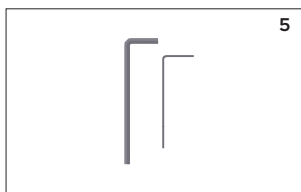
Charger



Front Light



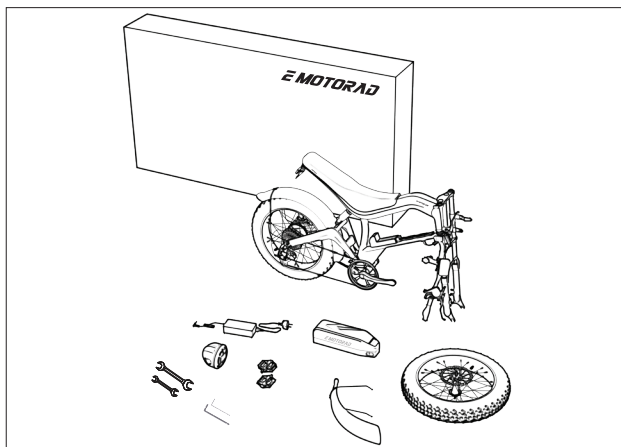
Spanner



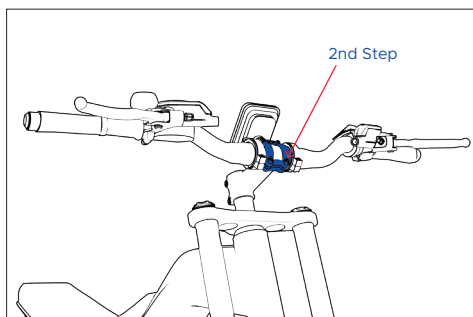
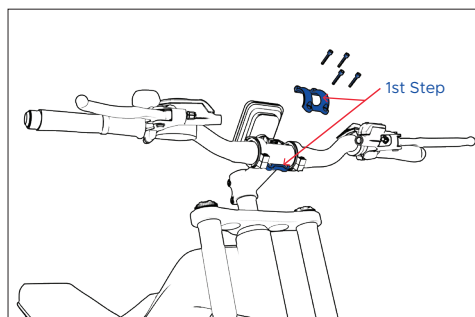
Allen Keys

UNBOXING & ASSEMBLY

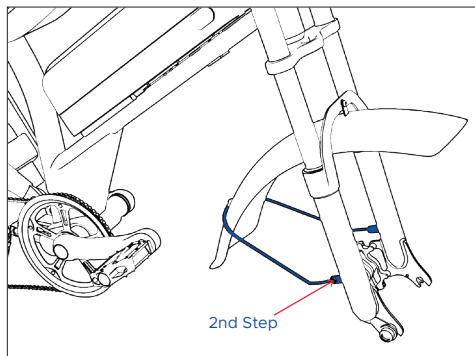
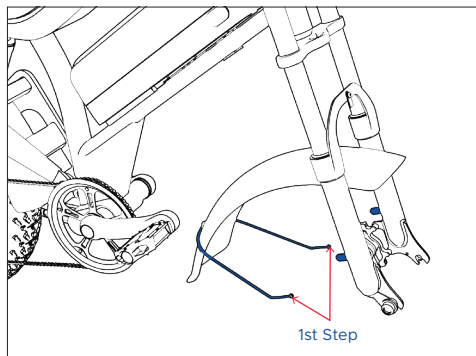
- Open the box and take out the e-cycle, accessories, charger box, front light, battery box and the front wheel. Remove all the protective wrapping from the e-cycle.



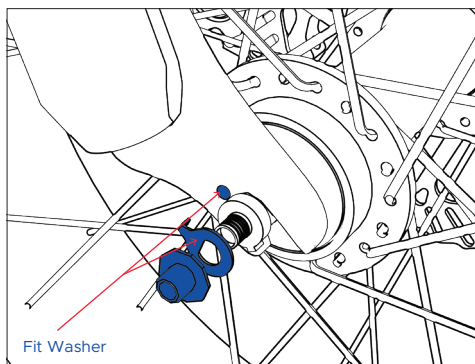
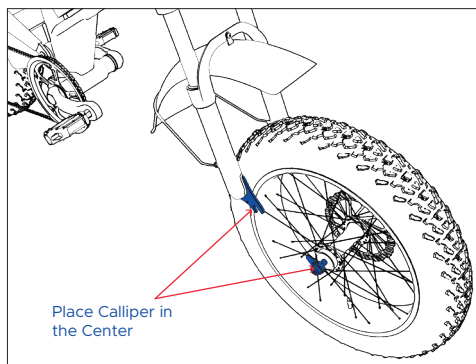
- Mount the handlebar by loosening the screws from the handlebar clamp and removing one part of the stem clamp.
- Place the handlebars in the designated space. Ensure there is an even gap between the ends of the stem clamp, and then screw it on.



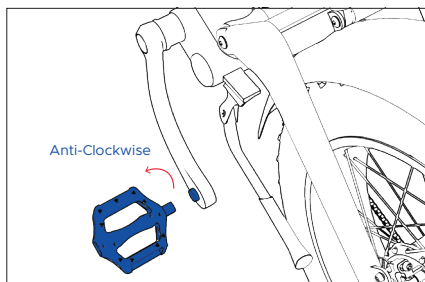
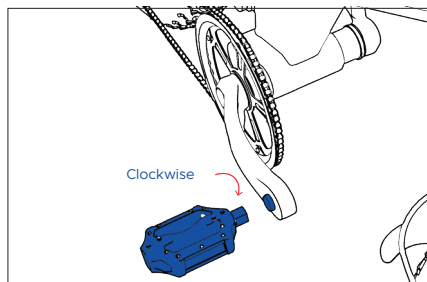
- ▶ For the front mudguard, place the nut through the fork bracket and tighten it with the Allen key.



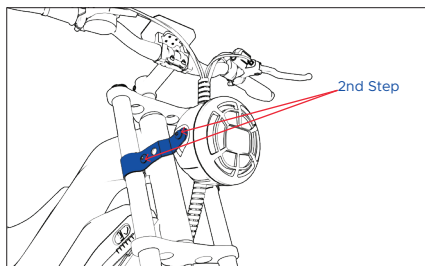
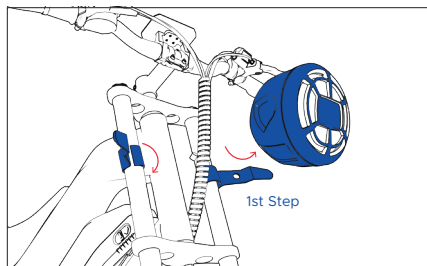
- ▶ For this step, you'll need a friend to help lift the front of the e-cycle to install the wheel. Since this is a bolt and nut axle, there are two parts: the washer with the hook and the bolt.
- ▶ Make sure the hook on the washer fits into the hole on the dropout, then install the nut.



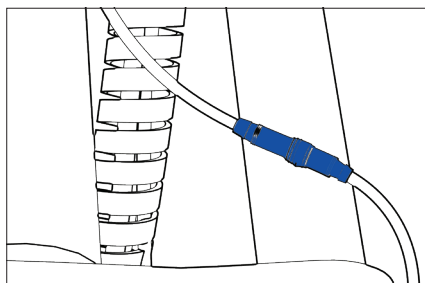
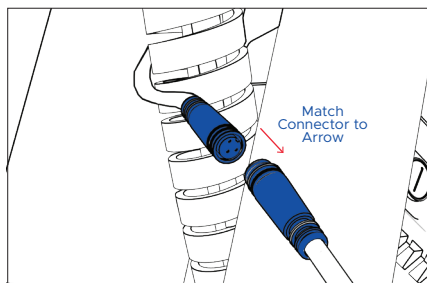
- Installing the pedals is straightforward. Use the 15mm wrench provided in the toolkit.
- For your convenience, the pedals are marked 'Left' and 'Right'. Note that the left pedal tightens anti-clockwise, while the right pedal tightens clockwise.



- Then, straighten the front light clamps on the fork and adjust them to the same level. Attach the rubber washer and Allen bolt to the light. Place the light into the clamps and tighten the bolt.



- Connect the light connector to the blue-coloured pins, making sure to align the arrow on the connector with the matching arrow on the pins.



That's it! Your Viper e-cycle is now assembled and ready to ride!

FEATURES



STAY INFORMED

The Viper features the advanced Cluster C9 colour display with NFC-enabled access, allowing you to unlock a password-protected system with just a tap, adding an extra layer of security to every ride. The intuitive display shows real-time ride data, battery status, and lets you seamlessly switch between 5 riding modes, so you can adapt your ride anytime. Whether you're commuting or exploring, it keeps your experience secure, informed, and completely in your control.



KNOWING PEDAL ASSIST

The pedal-assist feature on the Viper makes e-cycling easier and more enjoyable. It offers five levels of assist, so you can save battery power or get extra support for uphill rides. The Viper pedal assist adapts to your needs, giving you a mix of traditional cycling and modern convenience. This way, you can choose how much electric assistance you want and enjoy a ride that suits you perfectly.



REMOVABLE BATTERY

Experience extended rides hassle-free. With a 15.6Ah lithium-ion removable battery, you have the power that lasts you for so long you'll always have breezy rides. And if you run out of charge? No worries there, either! The battery is portable, lightweight and can be carried along to charge, just like a smartphone. Charge anytime, anywhere with ease, allowing you to get back on the road faster and hassle-free. Its compact size also ensures it seamlessly fits into the e-cycle's frame, maintaining a sleek and stylish appearance.



FAT-TYRES

The Viper comes with a set of heavy-duty 20" x 4.0" nylon tyres. Whether cruising through the urban jungles or riding on the beaches, it can easily absorb shocks for enhanced comfort and durability. Break a sweat, but only when it's necessary.



HIGH-PERFORMANCE MOTOR

Feel the power of the 48V 250-watt motor, delivering smooth and robust performance. It's engineered to provide optimal assistance, making uphill climbs and long-distance rides easier and more enjoyable. The motor operates quietly, ensuring a peaceful and pleasant riding experience. Whether you're navigating city streets or exploring off-road trails, the 48V 250-watt motor offers the perfect balance of power and efficiency.

04





7-SPEED GEAR SHIFT

Experience the peak of performance with a 7-speed Shimano Tourney TY200 drivetrain. Depending on the terrain and speed of cruising, change the gear to make your rides smoother. No matter what terrain you're on, the gear shift helps to maintain consistent performance throughout.



THROTTLE

Take full control of your ride with the Viper throttle feature. The throttle allows you to accelerate effortlessly without pedalling, providing an extra boost when needed. Perfect for those moments when you need a quick start or want to take a break from pedalling, the throttle enhances convenience and versatility. Whatever terrain you're on, the throttle ensures a smooth and enjoyable ride.



BRIGHT LIGHTS & HORN

The Viper is equipped with a powerful front light with an integrated horn and a rear light that activates on braking, ensuring maximum visibility and safety in low-light conditions. Adding a premium touch, the DRL lighting system offers three distinct colours—White, Rose Gold, and Yellow, which can be effortlessly changed with a simple NFC tap, letting you match your ride's vibe with just a touch.



FRONT & REAR SUSPENSION

The Viper e-cycle is equipped with a front suspension featuring a double crown 100mm travel function, and a 40mm rear suspension. This allows you to adjust your ride for superior comfort and control on various terrains. No matter the road, it ensures a smooth and stable ride, without compromising on performance.



SUPERIOR BRAKING

Safety and reliability are at the forefront with the Viper hydraulic disc brakes and a 160mm rotor. It also features an auto cut-off system that immediately disengages the motor when the brakes are applied, providing an extra layer of safety. Whether it's a sudden stop in traffic or a quick halt on a steep descent, it provides superior braking performance and control, enhancing your overall riding experience.

CARE FOR YOUR E-BIKE

To ensure the longevity and optimal performance of your e-cycle, regular maintenance and proper care are essential. This guide provides practical tips and recommendations to help you keep your e-cycle in top condition. From cleaning techniques to lubrication tips, we've got you covered. Read on to learn the best practices for maintaining your e-cycle and ensuring a smooth, enjoyable ride every time.



REGULAR CLEANING

- **Wipe Down:** Regularly clean your e-cycle with a damp microfiber cloth to remove dirt, dust, and debris. Avoid using high-pressure water, as it can damage electrical components.
- **Frame Cleaning:** Use a frame cleaner solution to clean the frame thoroughly.
- **Chain Maintenance:** Clean and lubricate the chain regularly to prevent rust and ensure smooth operation. Use a chain lubricant for best results.
- For a more thorough maintenance, consider cleaning your e-cycle every 300-500 km.
- When washing your e-cycle, please avoid the brake rotor as much as possible and prevent any kind of oil or liquid spills on it.



BATTERY CARE



ATTENTION

- Only use the charger provided by EMotorad.
- Store the battery in a cool, dry place away from direct sunlight and heat sources.
- Avoid storing the battery at full charge or completely empty for extended periods.
- Periodically check the battery's charge level and top it up to around 60-80% if not in use for an extended period. This helps maintain battery health.
- If your e-cycle gets caught in the rain, use a cloth to wipe down the battery and wait for it to dry before reconnecting it to the e-cycle.
- Do not touch the battery terminals.
- Turn off the battery when not in use.
- The battery should not be difficult to attach or remove. Do not force it to avoid damage or injury.
- If the battery has trouble charging, discontinue charging and contact EMotorad immediately.
- Only grab the charger by the plug (not the cable) when plugging and unplugging.





BRAKE MAINTENANCE

- **Inspection:** Regularly inspect brake pads for wear and tear, and replace them when necessary.
- Ensure that the brake lever does not touch the handlebar. If it does, please contact our helpline for assistance.



TYRE MAINTENANCE

- **Pressure Check:** Check tyre pressure regularly and maintain it within 20-25 PSI.
- Proper tyre pressure ensures better traction and ride comfort.
- Replace tyres if they show signs of damage or significant wear and tear. Keep in mind that different types of terrains affect the tyres differently.



ELECTRICAL COMPONENTS

- **Connection Check:** Periodically check all electrical connections and wiring for any signs of wear and tear, damage, or loose connections.
- **Display and Controls:** Ensure the display and control buttons are clean and functioning correctly.
- Avoid using the e-cycle in rainy conditions to maintain optimal conditions.



STORAGE

- **Indoor Storage:** Store your e-cycle indoors in a dry, cool place to protect it from natural elements.
- **Long-Term Storage:** If, in case, you're storing your e-cycle for an extended period, clean it thoroughly, charge the battery to around 60-80%, and then place it in a cool, dry place.
- Keep the tyres inflated even when the e-cycle is not in use to prevent wear and tear.



DISPLAY CARE

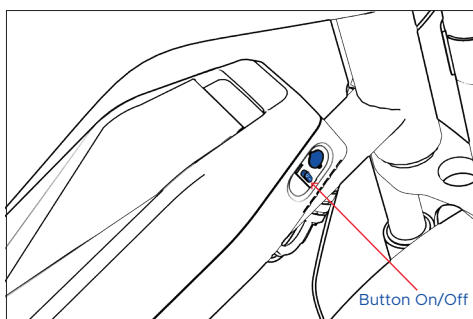
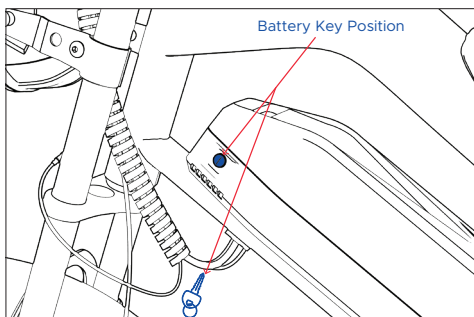
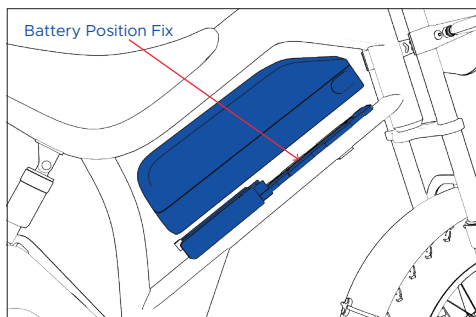
- **Cleaning:** Use a soft, dry cloth to gently wipe the display. Avoid using harsh chemicals or abrasive materials that could scratch the screen.
- **Avoid Extreme Temperatures:** Do not expose the display to extreme temperatures, as this could affect its functionality.
- **Regular Inspection:** Periodically check the display for any signs of damage or malfunction. If you notice any issues, contact EMotorad for assistance.

OPERATING THE BATTERY

Your Viper e-cycle comes with a 48V 15.6Ah lithium-ion battery, which features a unique set of keys for locking/unlocking it to the frame. This section provides instructions on how to charge and maintain the battery effectively without breaking a sweat.

BATTERY POSITIONS:

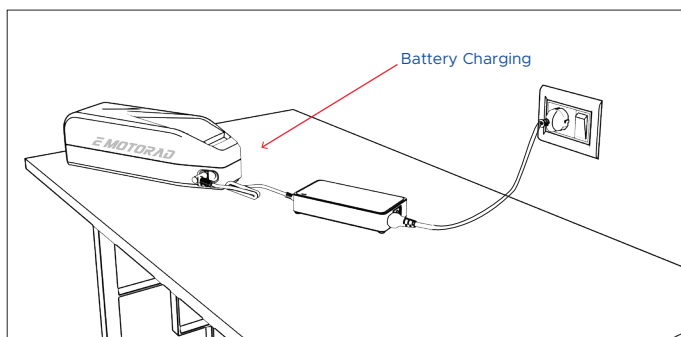
- **To Unlock & Lock:** Turn the key anti-clockwise to remove the battery from the frame, and clockwise to lock it in place.
- **Turning the Battery On:** Press the button on the side of the battery to turn it ON. The battery is locked to the frame, and the power is active.
- **Turning the Battery Off:** Press the button to turn the battery OFF. The battery is locked to the frame, but the power is not active.



CHARGING YOUR BATTERY

Locate the charge port on the side of the battery. You can charge the battery while it is attached or detached from the e-cycle.

- ▶ **Initial Charge:** The battery comes with a charge between 20-60%. Plug it in to ensure it is fully charged before your first ride.
- ▶ **Battery Removal:** Insert the key into the lock on the underbelly of the frame, push firmly, and turn anti-clockwise to unlock. Slide the battery out of the frame.
- ▶ **Battery Locking:** Insert the key into the lock and turn clockwise to lock the battery.
- ▶ **Charger:** Use only the provided EMotorad charger.
- ▶ **Charging Indicators:** The charger light is red while charging and turns green when charging is complete. Charging takes approximately 7-8 hours if the battery is mostly empty.
- ▶ **Safety:** Ensure no dirt, debris, or flammable items are near the charger. Avoid leaving the charger plugged in when the battery is fully charged.
- ▶ Do not charge the battery if it is damaged, excessively hot, leaking, smells, or is discoloured.
- ▶ Store the battery indoors in a dry space, away from heat or flame sources and out of direct sunlight.



OPERATING THE DISPLAY

Your Viper e-cycle features the advanced Cluster C9 colour display with NFC-enabled access, offering a secure and intuitive dashboard for every ride. Simply tap your NFC key to unlock the password-protected system and access real-time ride data like speed, odometer, battery level, and more. Easily switch between riding modes and adjust Pedal Assist System (PAS) levels to suit your preference, all through a crisp, user-friendly interface.

Below are the key functions and operating instructions for the display:

FUNCTION	INSTRUCTIONS
 Turning the e-cycle ON/OFF	Turn ON Hold the Power button until the Display turns ON, then enter Passcode / tap the NFC Key to start the e-cycle. To enter the passcode, - Click the "Power" button to switch between password digits - Click the "+" button to increase the current password digit - Click the "-" button to decrease the current password digit Default password: 0000 Turn OFF Hold the Power Button until the display turns OFF
 Increase Pedal Assist Level	Press the "+" button
 Decrease Pedal Assist Level	Press the "-" button
 Turn ON/OFF Front/Rear Lights	Hold the "+" button for 3 seconds until the lights turn on; repeat to turn it off
 Toggle Odometer, Trip, Voltage	Press and let go of the Mode Button

Note: The trip metre will reset when the e-cycle is powered off. The maximum and average speed will be calculated for a given trip and will reset when the e-cycle is powered off. When the e-cycle has not been used for 10 consecutive minutes, the display will automatically shut down. The pedal assist and throttle features will no longer work when the display is turned off.

ERROR CODES AND TROUBLESHOOTING

The Viper e-cycle features an advanced error code system to help identify and troubleshoot issues effectively. Each error code corresponds to a specific problem, providing a clear indication of what needs attention. By understanding these codes, you can quickly diagnose and address any issues, ensuring your e-cycle remains in optimal condition for a safe and enjoyable ride. Consult this section for guidance on interpreting error codes and performing necessary troubleshooting steps.



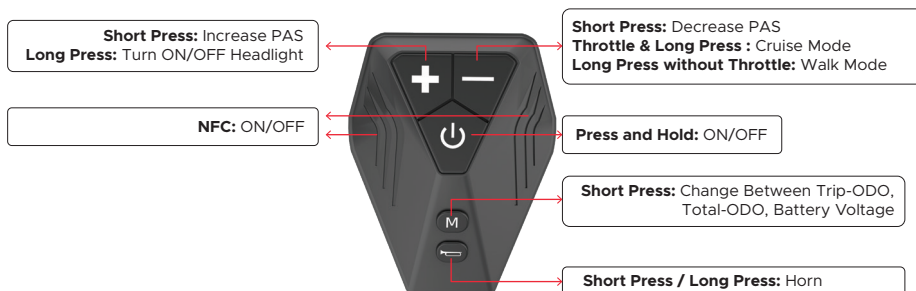
STATUS CODE	DISPLAY ERROR CODES
E01	Motor Phase Loss Fault
E02	Communication Issue
E03	Under Voltage Warning/ Battery Low
E04	Throttle Issue
E05	Motor Hall Sensor Issue
E06	Controller Malfunction
E07	Motor Connection Issue or Over Temperature
E08	Over Voltage Warning
E09	Controller Over Temperature

Reach out to the service team once the error is discerned through self-initiated troubleshooting.

DISPLAY INFORMATION



OPERATION CONSOLE





HOW TO CHANGE DISPLAY PASSWORD

To change the display password, you first need to access the Password Setting Interface. With the device powered on, press the 'Power' button five times to enter the Password Setting Interface.

Now, to change the password, you need to go through three steps/screens in the Password Setting Interface:

1. **Old password verification:** Enter your 4-digit old/existing password (use default password: 0000). Then, double-click the 'Power' button to confirm the current password. Once successfully confirmed, it will proceed to the next screen.
2. **Enter new password:** In this screen, enter your new 4-digit combination, double-click the 'Power' button to confirm and proceed to the next screen.
3. **Confirm new password:** To confirm the new password, enter the same 4-digit combination and double-click the 'Power' button. After successful confirmation, you will automatically exit the Password Setting Interface and return to usual display screen, indicating a successful password setting. If an incorrect combination has been entered, you will need to continue verifying the new password.

USING THE NFC CARD

After powering on the Cluster C9 display, the lock screen pops up.

To unlock it through the NFC card, bring the card close to the button module. The display will instantly unlock to the usual display screen, indicating successful unlocking.

REMEMBER: Unlocking through NFC is only possible if an NFC card is attached.

To access more information on the NFC card, follow the steps below:

-
1. **To see the number of NFC cards:** First, enter the NFC setting section by simultaneously pressing and holding the '+' and '-' buttons while the device is powered ON. The display will reveal the number of NFC cards, and the blue ambient light on the button module will flash.
 2. **To add an NFC card:** While in NFC settings, bring the NFC card close to the button module. The display will show the NFC card count increased by 1, indicating successful addition.
 3. **To delete an NFC card:** While in NFC settings, double-click the 'M' button or the 'speaker' button. The display will show the NFC card count as 0, indicating successful deletion.
 4. **To exit the NFC settings section:** While in NFC settings, single-click the 'M' button or the 'speaker' button. The display will return to its usual screen.

RIDING MODES

CRUISE MODE

After switching ON the display, use the throttle to set the e-cycle in motion. Once it reaches a favourable speed above 6kmph, press the '-' button for 3 seconds to activate cruise mode.

WALK MODE

After switching ON the display, keep the e-cycle stationary and press the '-' button. The e-cycle is now in walk mode, and it will be mentioned on the display, too.

THROTTLE MODE

After switching ON the e-cycle, press the '+' button to increase PAS. Then, twist the throttle located on the right side of the handlebar to activate the Throttle Mode.

Note: Remember that the PAS level should be at least level 1 to use throttle mode.

PEDAL ASSIST MODE

After switching ON the display as mentioned above, you can use the '+' and '-' buttons to set the level of the pedal assist between 1 and 5. With 1 being the lowest and 5 being the highest.

PEDAL MODE

You can ride conventionally by simply switching OFF the display and using the pedals to propel yourself.

A NOTE ON WEAR AND TEAR

Some components of your e-cycle are subject to wear and tear due to their function. While this is natural, the rate of wear and tear depends on the care and maintenance of your e-cycle as well as on the way of your usage. Kilometres travelled, rides in the rain, dirt, and gravelly terrains all affect the condition of your e-cycle. If the e-cycles are left standing out in the open often, they may be subject to increased wear and tear through weathering.

Some components require regular care and maintenance. Yet, sooner or later, they will reach the end of their service life, depending on conditions and the intensity of their use. Parts that have reached their limit of wear and tear must be replaced.

This applies to the following parts:

- › Chain
- › Grip coverings or bar tape
- › Chain rings
- › Sprockets
- › Pulleys
- › Brake, gear cables and housing
- › Tyres and tubes
- › Saddle covering (leather)
- › Disc rotor and brake pads
- › All bearings (Headset, Hubs, and Bottom Bracket)

Caution: Do not use your e-cycle for high-strain cycling, such as competitive events or in hilly terrain, as this can lead to damage.

Note: The overall performance of your e-cycle will be affected by the condition of its specific components. Please ensure that you are not straining any component excessively, carrying out regular maintenance checks and adhering to the replacement suggestions provided in this manual. For any doubts, contact your dealer or any other expert immediately.

PERIODIC SERVICE CHECKLIST

For a safe and smooth ride



Checkpoints	1 st Service	2 nd Service	3 rd Service
Full Bike Wash	✓	✓	✓
Brake Tuning	✓	✓	✓
Gear Tuning	✓	✓	✓
Wheel Truing	—	✓	✓
Hub Service (Front Wheel)	—	—	✓
Chain Check & Lubrication	—	✓	✓
Headset Service	—	—	✓
Full Cycle Cleaning & Degreasing	—	✓	✓
Drivetrain Service	—	—	✓
Nut & Bolt Tightening	✓	✓	✓
Tyre Inspection	—	—	✓
Electronics Checkup*	—	—	✓

BEFORE EVERY RIDE

☒ Check Brakes

☒ Check Tyre Pressure

☒ Conduct Drop Test
(to check for loose bolts)

☒ Check Battery Charge

☒ Secure All Cables & Electronics



WARRANTY COVER



EMOTORAD WARRANTY POLICY

At EMotorad, our first guiding principle is 'The Rider is the Boss'. We stand behind the products that we sell. For this reason, we're pleased to offer one of the industry's most generous and rider-friendly warranty policies.

REPAIR OR REPLACEMENT OF COMPONENTS

IMPORTANT!

To validate this warranty, the retail customer must register the e-cycle at **www.emotorad.com** within 15 days of purchase.

- ▶ We stand behind our frames. This means we offer a five-year warranty to the original owner against structural defects in material or workmanship on High Tensile Steel EMotorad frames.
- ▶ Other EMotorad-branded products, as well as frame paint and graphics (excluding accidental or deliberate damage), are covered by a one-year warranty.
- ▶ This warranty is limited to the original purchaser only. Proof of purchase is required to validate protection under warranty. Transport costs are not included.
- ▶ We offer a 12-month warranty on the motor from the date of original purchase, a 12-month warranty on the controller and a 24-month warranty on the battery.
- ▶ The battery warranty does not include damage from power surges, use of non-original chargers, improper maintenance, or water immersion.
- ▶ Accessories (for example: helmet, wire lock, pump) are not covered by this warranty policy.

Only use this product in accordance with this user manual. EMotorad offers a warranty on the following items:

Scan the QR code



10



Mainframe (High Tensile Steel Alloy)	Five years
Motor shell, Hub motor	1+1 year
Controller	One year
Battery	1+1 year
Electronic handlebar controls and electrical connections, Battery Charger*	Six Months
Paintwork (excluding accidental or deliberate damage)	One year
Lights and lighting system	Six Months

- ▶ All Mechanical parts are only covered for Manufacturing Defects. There is no warranty period on handlebars, stem, bearings, drivetrain parts, brakes, wires, wire housings, tyres, tubes, rim or wheels, hubs, seat or saddle, seat post, clamps, grips, headset parts, pedals, brake callipers, bottom bracket, disc, brake pads, mudguards and any additional accessories with the e-cycle.
- ▶ Display, Throttle, LED Light, Pedal Sensor, Charger come with a 6-month warranty.

If any manufacturing defect(s) are found in our product, the company will repair or replace the defective part(s) with new part(s) or equivalent at no cost, provided the product is within the warranty period of 1 year, and the malfunction is caused by faulty material or workmanship during manufacturing. The decision to replace or repair the defective part will rest solely with the company. We also reserve the right to replace the defective part with parts similar to or different to the defective part, as per the availability of such parts.

TERMS & CONDITIONS

1.	If the product has a quality fault within 15 days of delivery, the part will be repaired or replaced.
2.	The period of assurance shall commence from the day delivery was made to the retail customer, or from the day the retail customer collected the e-cycle from the retailer.
3.	To validate this warranty, the retail customer must register their e-cycle within 15 days of purchase.

All parts that have been replaced under warranty must be returned to the Company and will be the Company's property. Parts replacement will be subject to the following terms & conditions:

-
- The Company or our authorised dealers will repair or replace only the parts that are failing due to faulty material.
 - Only the Company or its authorised dealers can repair, service or assemble/reassemble the Product, and it shall be the responsibility of the customer or purchaser to bring the faulty Product to our dealer premises.
 - This warranty does not cover corrosive parts, plastic, PVC and rubber components or the accessories adding to the decorative value of the Product.
 - A photocopy of the sales invoice and the serial number of the Product have to be shared with the Company.
 - The battery used in the Product is a special application battery meant only for the specific model of the product. Do not use these for any other application or product.
 - The Company reserves the right to change or withdraw any or all terms of the warranty policy without any prior intimation.
 - All Products should be periodically checked as per the recommended service schedule by our authorised dealer for indications of potential failures, including cracks, wire damage, corrosion, dents, deformation, paint peeling and any other indications of potential problems, inappropriate use or abuse. These are important safety checks and very important to help prevent accidents, bodily injury to the rider and maintain the productive life cycle of a Product.
 - Since lithium-ion batteries have the tendency to self-degrade, mileage per charge will reduce with ageing.

This warranty is not applicable in any of the following conditions:

- If any repair work is carried out privately or by any unauthorised dealer or personnel, or if irregular maintenance is carried out.
- Damage resulting from misuse, not maintaining the e-cycle or not following the guidelines within our user guide or using the e-cycle for any kind of competitive sport.
- Failure to register the e-cycle within 15 days of purchase.
- Spare parts and components are worn in normal use.
- Any special equipment or accessories added by the customer with the intention to enhance the performance, speed or comfort of the Product are not included in this warranty. In the event of any such alteration or addition, the warranty will stand null and void.
- If a photocopy of the sales invoice is not received with the defective Product, the warranty will be counted from the date of manufacturing till the defined time period as above.
- Fading of parts like paint, stickers and plastic parts due to direct exposure to sunlight is not covered under the warranty.

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- This warranty is void in its entirety by any modification of the frame, fork or components. This warranty is expressly limited to the repair or replacement of a defective item and is the sole remedy of warranty. This warranty extends from the date of purchase only to the owner and is not transferable. Transportation costs and labour charges incurred in the replacement of parts are not covered under this warranty.
 - The Company is not responsible for loss or damage whatsoever (including incidental or consequential damages) arising from the use of the Product. Any claims under this warranty must be made through an authorised dealer.
 - The warranty stands null and void if:
 - The serial number/identification code is deleted, defaced, altered, effaced or removed
 - Used for more than the permissible load of 110 kgs
 - Used for stunts, competition or jumping, acrobatics, bicycle motocross, dirt biking or similar activities, as not all units are designed or intended for such purpose or usage
 - Any kind of tampering observed with the parts/Product
 - Modified/altered components for any specific use other than personal transport
 - Transportation, delivery, labour and handling charges incurred in the replacement of parts are not covered under this warranty and shall be borne by the customer
 - This warranty is void in its entirety by any modification of the frame, fork or components
 - Resold to any other person/company
 - Damage caused by an accident or malfunction, or misuse of the Product by the acts of persons, intentional or otherwise, including but not limited to misuse or mishandling, fire or any act of God
 - Non-functional parts due to natural wear and tear, ageing, defects resulting from misuse/ improper handling or negligence by the rider or Product is altered by component parts substitution are not covered under the warranty

➤ Misuse of the battery includes, but is not limited to:

- Intentional or accidental damage, such as punctures, cracks, or exposure to impact forces
- Signs of tampering, such as opening or modifying the battery pack
- Exposing the battery to extreme temperatures (hot or cold) beyond recommended ranges
- Rough handling, improper storage, or neglect can lead to battery failure
- Operating the battery in systems or applications not recommended by the manufacturer
- Repurposing the battery for other equipment without the manufacturer's approval
- Using or storing the battery in excessively humid, wet, or dusty environments
- Submerging the battery in water or exposing it to unprotected liquids
- Intentional short-circuiting of the positive (+ve) and negative (-ve) terminals
- Attempting to repair or modify the battery by unqualified personnel

This warranty is valid only within the geographical boundaries of the Republic of India. The company reserves the right to change this warranty policy at its sole discretion without any notice. In case of any dispute with the customer, the courts of Mumbai, Maharashtra, India shall have exclusive jurisdiction to settle any dispute.



SHIPPING DAMAGE CLAIMS

Immediately inspect whether the packaging is intact when receiving the goods. If you see obvious damage to the product, you can choose to reject it and contact us in time. We will not accept claims for shipping damage later than 24 hours from the receipt of the product.

WARRANTY REGISTRATION



HOW TO REGISTER?

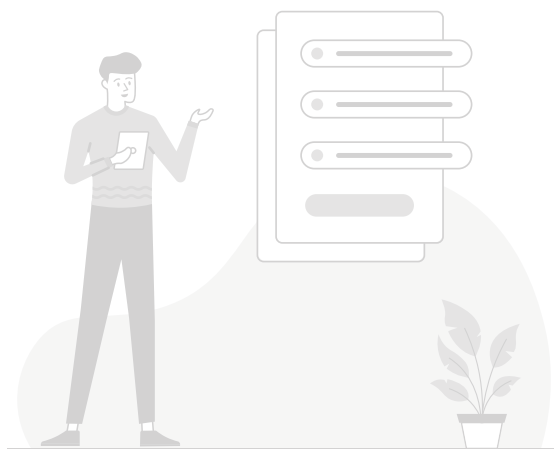
Registering your EMotorad Ranger e-cycle for warranty is a simple and essential step to ensure you receive the best support and coverage for your new purchase.

Follow these easy steps to complete your warranty registration:

- Find the frame number of your e-cycle. It is typically located on the frame, near the crankset or on the rear of the e-cycle.
- Ensure you have proof of purchase, such as a receipt or invoice, which includes the date of purchase and the retailer's information.
- Go to the EMotorad official website and navigate to the 'Warranty Registration' section. You can find this under the 'Assurance' section on the website.
- Complete the online registration form with your full name, contact information (email address and phone number), e-cycle model and frame number, select source of purchase, invoice number, and upload a copy of your invoice file.
- Double-check all the information you have entered to ensure accuracy. Once you are confident everything is correct, submit the form.
- If you encounter any issues during the registration process, or if you do not receive a confirmation email within a reasonable timeframe, please contact EMotorad customer support at **contactus@emotorad.com** or call **+91 8686050590**.

By registering your EMotorad Ranger e-cycle, you ensure that you are protected under our warranty policy and can enjoy peace of mind while riding.

Thank you for choosing EMotorad!



SAFETY GUIDE

Thank you for choosing Viper. Your safety is our top priority.

IMPORTANT NOTICE

This manual is intended to promote safe usage of your e-cycle for you, other road users, your vehicle, surrounding property, and the environment.

- ▶ The content of this manual may be updated without prior notice.
- ▶ The manufacturer assumes no responsibility for any errors or omissions in this document.
- ▶ Reproduction, distribution, or unauthorised use of this document or its contents is strictly prohibited without written consent.

USAGE GUIDELINES

Before using your Viper, read this manual thoroughly to ensure proper operation and safety. Keep the manual in a secure location for future reference. Improper use or handling of the e-cycle may lead to injury or damage. The manufacturer is not liable for harm caused by misuse or failure to follow the guidelines in this manual.

SAFETY SYMBOLS

DANGER

This symbol indicates a hazardous situation which, if not avoided, will cause serious injury.

WARNING

This symbol indicates information that, if ignored, could possibly result in personal injury or even death due to incorrect handling.

CAUTION

This symbol indicates information that, if ignored, could possibly result in minor or moderate personal injury. It may also alert against unsafe practices.

CAREFULLY OBSERVE THE FOLLOWING INSTRUCTIONS:

PROTECTIVE GEAR

WARNING

Always wear a certified helmet, gloves, and appropriate riding attire. This ensures your safety while riding.

CHECK BEFORE YOU RIDE

WARNING

Conduct a pre-ride check:

- Ensure tyres are properly inflated.
- Confirm the battery is securely mounted, locked, and fully charged.

AVOID OVERLOADING

WARNING

Do not exceed the maximum weight capacity of 110kg, including the rider and any cargo.

CAUTION

Dual sitting is not recommended. Any rear carrier attached to an e-cycle is designed only to hold goods and is not intended to support a second passenger.

BATTERY HANDLING

DANGER

- **DO NOT** connect the positive and negative terminals directly; this can cause a short circuit.
- Keep the battery away from high temperatures, heating equipment, and fire.
- Avoid exposing the battery to water, salty, acidic, or alkaline liquids, and do not use it in the rain
- **DO NOT** disassemble the battery.
- Store the battery in a cool, dry place. If not used for an extended period, recharge it monthly.
- Use only the EMotorad-recommended Li-ion charger.

CONTROLLER HANDLING

WARNING

- Protect the controller from rain, water, or any liquids to avoid short circuits or damage.
- **DO NOT** disassemble the controller. Unauthorised tampering voids the warranty and may result in damage or injury.
- Keep the controller clean and dry. Wipe it gently with a dry cloth and avoid aggressive cleaning agents.
- **DO NOT** use a pressure washer.

ELECTRONICS HANDLING

(Motor, Throttle, Lights, Display, Control Panel, Harnesses, etc.)

WARNING

Protect all electronics from heavy rain, water, or liquids to prevent short circuits or damage

DO NOT disassemble any electronic components. Unauthorised tampering voids the warranty and may cause injury or damage.

Keep electronics clean and dry. Wipe dust and dirt gently with a dry cloth; avoid harsh cleaning products.

DO NOT use a pressure washer.

GEARS AND SHIFTERS

WARNING

(While Shifting)

Avoid forceful gear changes, as this can snap the chain.

CAUTION

(When Stuck in Gear)

If you accidentally shift while stationary, spin the crank gently to realign the chain properly.

EM



www.emotorad.com

For General Enquiries

+91 8686050590 | contactus@emotorad.com

For Service Related Queries

+91 8956248161 | service@emotorad.com