

Frequently Asked Questions

BATTERY

What is the maximum run with one load?

60-120km with one charge, depending on the battery you prefer to configure in your scooter. It is normal for the range to vary with temperature differences, driving style and drivers weight. The standard deviations are 5-10km.

How do I load the scooter?

In a standard 220V power supply, using the charger that comes with the scooter. On one side, the charger is inserted into the scooter's specialized outlet and on the other to the power grid.

Do I need a special charging station to charge the scooter?

No. A simple "Schuko" contact you find in every home, office, and other establishments is enough to charge the scooter.

Can I use fast charging stations for the scooter?

Only lithium-ion batteries (LIB) allow charging of fast-charging stations, but frequent use is contraindicated. Compare the indicators of the charger and those of the fast charging station to determine permissible power and compliance.

How long does the battery charge?

6-8 hours for full charge. One hour of charge in a standard power supply can provide up to 15 km run.

Should I disconnect the charger immediately?

No. The charger has an auto-off mode after the battery reaches a full charge. It is advisable to wait for the battery to fully charge before disconnecting the charger from the scooter.

Should I wait for a full discharge of the battery to charge it?

No. One of the important conditions to extend your battery life is to charge it more often. If you charge your battery after you've spent 50% of it, you're prolonging its life twice.

Can the battery be removed?

No. For security reasons, due to incorrect installation / removal, it is fixed to the scooter frame.

What is the life of the battery? When does her shift change?

The standard indicators of gel batteries are 400 full cycles. For lithium-ion batteries, the cycles are 1000. With proper battery charging, these cycles could increase. With daily scooter rides, depending on the daily mileage, a battery change is planned between 3-5 years. For lithium-ion batteries about 10 years.

What is the cost of a new battery?

The price varies constantly. You can contact us for a current battery price.

What is the cost of electricity on a single charge?

An average of about 0.34€ for one charge with a mileage of 60km or 0.5€/100km.

SPEED

What is the maximum speed?

45 km/h, which is the legal limit for this type of vehicle. For higher speed and constructive power is required category "A"

Can I remove the limit and increase the maximum speed?

Technically, this is possible, but in such cases, the warranty is void because the safety of the vehicle can not be guaranteed. If the technical parameters are corrected, the battery will have a shorter life and there is a risk of defects in the system.

DRIVING PERMIT

What category is required for driving?

Category M and 16 years of age.

Can I drive an electric scooter with category "B"?

Yes.

Do the scooter need to register with the Traffic Police / Road Policing Unit?

Yes. With the purchase of the scooter, we provide a complete set of documents to register with the Traffic Police. The post-purchase registration deadline is 2 weeks.

Can I NOT Register?

The customer himself assumes responsibility for not registering. The law states that these scooters should be registered and, in the event of an inspection, you may be penalized and your scooter - taken away.

Is a technical inspection required?

No. Electric scooters do not have any accompanying technical inspection.

Is it vehicle insurance required?

Yes. Electric scooters enter a category of mopeds up to 50cub. There is a possibility for seasonal payment of auto insurance.

What is the amount of tax?

There is no vehicle tax. Electric scooters are exempt from taxes and parking fees in the public parking areas.

Do I need to wear a helmet?

Yes. The law requires wearing a helmet.

Can I drive on bicycle lanes?

There is no clear wording of the law. On one hand, as an electric vehicle, this scooter has the status of a bicycle, on the other - having a motor makes it a motor vehicle.

Could it be in rain and snow?

Yes. Technically, this would not prevent the scooter from functioning normally. When driving in the rain, as with cars, puddles should be avoided. And when driving in snow, wear winter tires. Avoid charging in open spaces when raining. Water may fall into the charger and to cause short circuit.

SECURITY

How do I store my scooter to prevent theft?

The scooter has a steering wheel lock that prevents free-wheeling. Built-in alarm system and in addition we recommend the use of disc padlocks. If you want extra security for your scooter, you can also benefit from the tracking devices we offer.

DELIVERY

What is the delivery period?

10 business days if we have the desired color in stock. Up to 90 work days if we don't have the color in stock. You can contact us for more information about availability.

WARRANTY

What is the warranty?

The scooter warranty is 2 years, the battery is 1 year. For detailed information on the coverage of the guarantee, you can read [HERE](#).

*The laws and regulations may vary depending on the country you live in.