

INMOTION E-Bike **P2** Series Manual

iNMOTION

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1. Product Introduction

This manual is applicable to INMOTION P2/P2F manufactured by Shenzhen INMOTION Technologies Co.,Ltd.

2. Safe Driving Precautions

The following components and parts shall be included when leaving the factory. Please check after unpacking. If there are any missing components and parts, please contact the dealer or after-sale service department

Model	P2/P2F	
No.	Parts	Quantity
1	Main body	1pc
2	Adapter	1pc
3	User manual	1pc
4	Foot pedal	1pair
5	Saddle	1pc

Warning

Use of unauthorized parts and components or incorrectly installed parts and components may result in damage to P2/P2F or even personal injury. In order to ensure quality and safety, all parts of P2/P2F will be subject to the approval of INMOTION Technologies Co., Ltd. and assured to be correctly mounted to P2/P2F.

Please do not try to ride on a P2/P2F that is not correctly, effectively and completely installed.

Do not disassemble, refit P2/P2F without permission, or it will cause irreparable damage of P2/P2F and may result in personal injury.

3. Overview

3.1 About this Manual

For your safety, please read over this manual before riding.

Knowing all the listed safety warnings and precautions will help you for a better riding.

This manual is applicable for INMOTION E-bike P2-series products manufactured by INMOTION TECHNOLOGIES CO., LTD.

Any questions or any information you cannot get from this manual, please immediately contact INMOTION local official Distributor/ Dealer or INMOTION after-sales service department.

3.2 Related document and data

The PDF Manual, precautions for battery pack, APP as well as the Help document can be downloaded from the official website of INMOTION TECHNOLOGIES CO., LTD., it's www.inmotionworld.com

3.3 Relevant agreement

The following instructions are applicable for this Manual. Please pay more attention to the related Warning, Notes and Prompts

Warning	Your motion or action may result in personal injury.
Prompt	Matters or functions prompt users need to pay attention to.

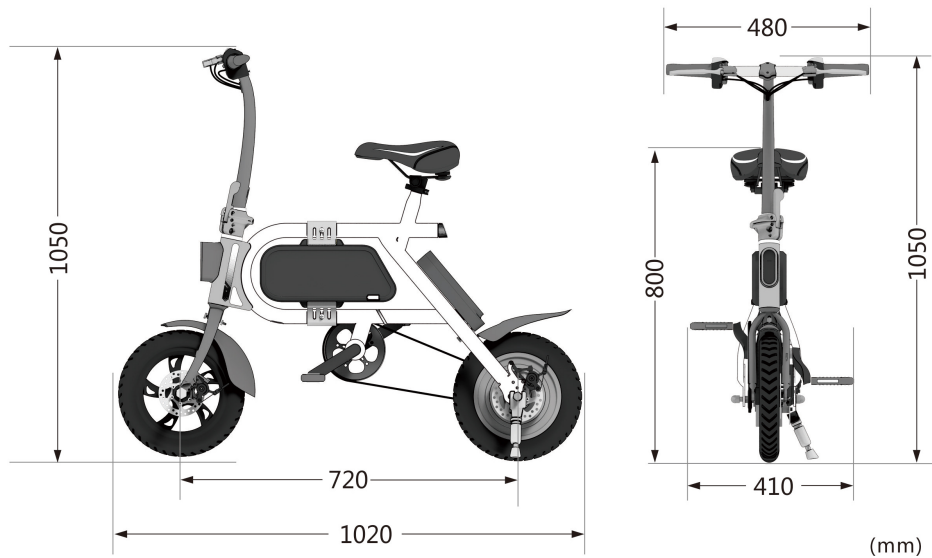
4 Product Overview

INMOTION E-bike P2/P2F is a kind of compact, effective and economic personal transporter. The fashionable and light structure design, as well as the lithium-ion power battery (high configuration) will provide you with joyful riding experience.

4.1 Serial NO.

Serial No.(SN) is the only TAG of this product, which is used for quality tracking and after-sales services etc. of the product. Please well record and keep the Serial No that can be obtained from the followings: external packing, warranty card, E-bike body(on the side of the controller box).

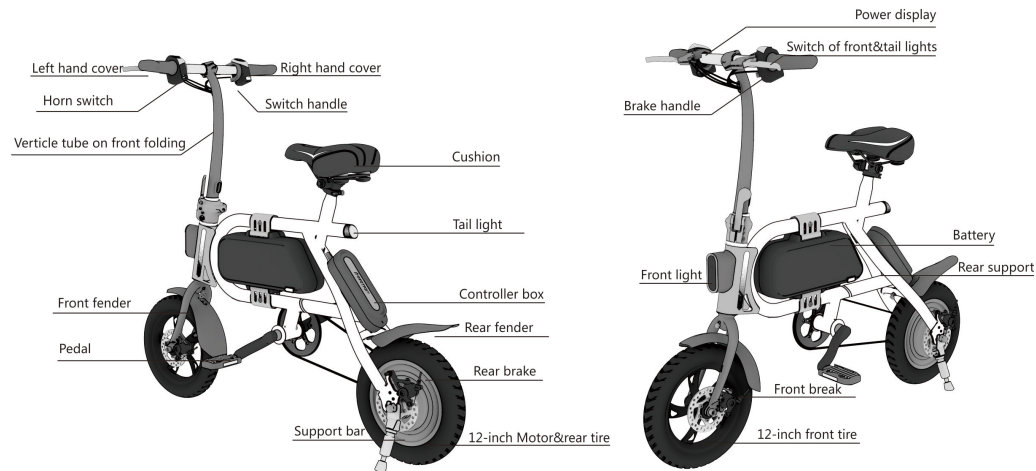
4.2 P2/P2F Dimension Figure



4.3 P2/P2F Parameter

Model	P2	P2F	<p>① The maximum speed is measured at the temperature of 77°F(25°C), the payload of 70kg(154.32lbs), fully charged and the flat pavement. The factory default speed is 20km/h, the max speed could be adjusted via INMOTION APP.</p> <p>② The range is measured at the temperature of 77°F(25°C), the speed of 20km/h(12.43mph), the payload of 70kg(154.32lbs) and on the flat pavement. The factors like environment temperature, road surface condition, payload etc. will affect the range</p> <p>③ Charging time varies with the ambient temperature and the battery capacity that may change in the course of time.</p>
Max. Speed ①	30km/h		
Ranges (without pedal assist) ②	30km	80-100km	
Ranges (with pedal assist) ②	60-70km	160-180km	
Max Slope	12°		
Net Weight	17kg	19.9kg	
Maximum Payload	120kg		
Expanded Size	1020*480*1050 mm		
Battery Specification	36V 7.6Ah	36V 22.4Ah	
Input (Charger)	AC 100V~240V 50/60Hz		
Charging Time ③	~6.5 h	~13.5 h	
Tire	12 inches Pneumatic Tires		
Brake Type	Double Disc Brakes		
Working Temperature	-10~40℃		
Motor Power	350W		
USB Interface	5V 1A		
IP Ratings	IP54		

4.4. Product Parameters



4.5. Assemble P2/P2F

Step 1 : Hold well the direction bar as the picture shows, and lock the folding handle as the picture shows. (See picture①②)

Step 2 : Install the foot lever on the E-bike as the picture shows (Note: Screw tightly)

Step 3 : Move the head of the direction bar as the picture shows, and then well adjust the cross handle (to the comfortable point you need)

Step 4 : Try to fasten the folding wrench



step 1



step 2



step 3



step 4



step 5

5. Product Instructions

The IMMOTION P2 series electric bikes provide three riding modes which can be switched by the rider as needed by a mobile APP connected to the bike.

5.1 Riding Modes

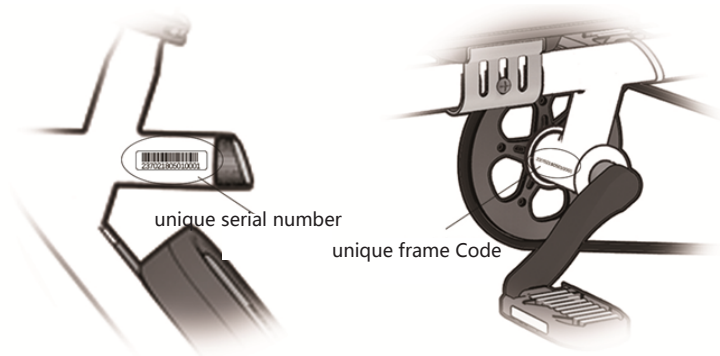
1. Eco mode: Power assistance and throttle start is relatively soft. Only when the bike speed reaches 5km/h, the throttle can start. The maximum speed of riding is limited to 18km/h. Under same conditions, pure power or power assistance range in the eco mode is even larger.
2. Common mode: Power assistance and throttle start is slightly strong. When the bike speed is 0km/h, the throttle can also start. The maximum speed of riding is limited to 20km/h.
3. Extreme speed mode: Power assistance and throttle start is stronger. This mode ensures the maximum performance of the motor under the premise of riding safety. The maximum speed of riding is up to 25km/h. Note that under same conditions, the extreme speed mode will reduce the range of the bike.

5.2 Bicycle Learning Mode

When the bicycle learning mode is selected using the IMMOTION APP, the power assistance function is turned off, and the speed is limited to 7 km.

5.3 Bike Code

Each IMMOTION P2 electric bike has a unique code which is labeled on the frame in front of the taillight. The frame also has a unique code that is engraved on the bottom bracket of the frame.



6. APP

This APP is specially designed for users by INMOTION based on the manufactured products, which can realize such functions as controlling the vehicle, making friends, releasing INMOTION articles, taking part in INMOTION activities, buying INMOTION accessories etc. The APP name is INMOTION SCV on the APP Store and Android smart phone.

You can get this APP from our website or corresponding APP Store.

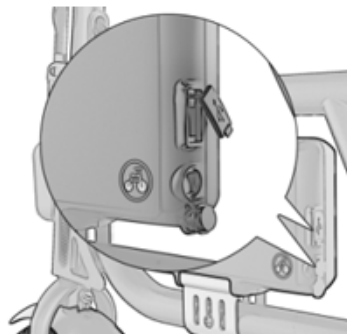
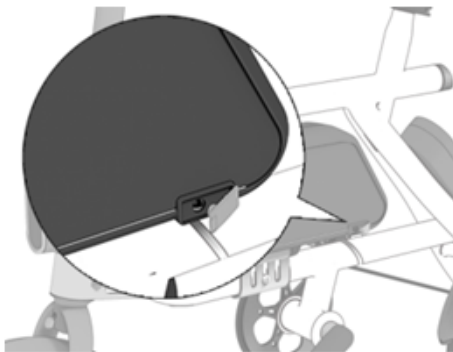
Through this APP, you can realize the following functions:

- E-bike control: Lock, unlock, auto cruise.
- E-bike body status display: It can display the speed, mileage, electric quantity etc.
- Parameter setting: Max. speed.
- Failure detection: It can realize the evaluation and detection to the status of INMOTION E-bike.
- After-sales service: We can arrange our workers for you to deal with the after-sales services.
- For more detailed functions of this APP, please download the product manual of the latest APP with reference to the prompts and Help document. We regularly promote new functions on the APP.

Prompt

- **INMOTION E-bike connects with the mobile through wireless bluetooth 4.0 BLE, and is suitable for systems such as Android 4.3 or above, IOS 7.0 or above IOS system..**

7. Safety Tips for P2 / P2F



7.1 Charging Method

Step 1: The charge port is on the tail of the battery, see picture 1

Step 2: Inset the charging port of the charger to the connecting charge port of the battery (please make sure the charge port is dry).

Step 3: When the charger indicator turns red, it is charging; when it turns green, it is fully charged. After fully charged, please stop charging, as long-term charge will affect the service life of the battery.

Step 4: After charging, please cover the charging port in case water in.

7.2 Safety Tips for Charging

Please charge at least 5 hours before first use.

- In order to maximum extend the battery life, please charge it every one month or two days after riding it. Please charge it under proper temperature and environment.
- Not charging timely may cause battery damage. As time goes by, battery capacity will gradually run out, and eventually lead to battery over-discharge.
- Please use the battery, charger and cable provided by original manufacturer, to avoid dangers caused by battery overcharged.
- Please ensure correct connection of the charger and the cable, as well as enough ventilation environment.
- Please use it under dry condition. It is NOT allowed to make the charger or cable connect with water, as it may result in electric shock. Please do not touch with wet hands. If there is any failure during charging, please immediately pull up the power plug.
- Please guarantee to pull it up from the plug, not from the cable.
- Please do not make the charger or cable contact sharp or high temperature articles.
- Please regularly make sight check to the charger and its cable.
- If there is obvious damage of the charger or cable, in order to avoid further damage, please do not use the charger any more, and contact for exchange.
- Please do not personally repair the battery, charger or cable. Any questions, please contact us.

7.3 Ride INMOTION E-bike P2

INMOTION E-bike is a kind of technological travel tool. Riding without better understanding of the operation specification will result in unpredictable injury. The following instructions are explained in details on how to correctly ride the INMOTION E-bike for green hands, especially those who ride it for the first time, and list all precautions during the riding. Please carefully read it and ride INMOTION E-bike as required.

INMOTION E-bike is suitable for people over 14 years of age.

7.4 Precautions before riding

When riding or parking INMOTION E-bike, it will cause loss and affect the using performance of the product. Therefore, before riding, please pay attention to the following notes:

- Please check if all parts of the E-bike are well installed without damage.
- Please check if the brake is well.
- Please check if the folding mechanism is locked.
- Please check if there is enough power.
- Please check if the tire is well.
- Please check if the handle is fixed. Once loose, please screw it down.
- You need to find an open and flat place with the square of at least 4m * 20m to practice riding, indoor and outdoor are OK.
- You need to have a deep understanding to the surrounding riding condition, in order to ensure not to be disturbed by the cars, pedestrians, pets, bikes or other obstacles.
- You need a skilled assistant who is familiar to ride INMOTION E-bike and knows about all precautions and riding methods in this manual.
- Please do not test on smooth and wet ground.
- Please wear a helmet or other protectors to avoid possible injury.

- **Moisture will make the brake react slowly, therefore, after cleaning the E-bike, please dry and brake it in a safe place.**
- **Please do not use this product under bad weather (such as: rainy, snowy or icy condition)**
- **Before using this product under any environment, please ensure if the brake is OK.**

7.5 Safe Driving Precautions

INMOTION E-bike is a personal transportation with certain speed, which has been strictly inspected on the technology and manufacture. Please use it according to the safety warnings in this manual, otherwise, it may bring risks. Any time or places, it may hurt you or even cause death due to the reasons such as falling, loss of control, collision etc., including that you do not ride INMOTION E-bike according to the manual. Therefore, in order to reduce risks and avoid injury, you MUST carefully read this manual, and obey the following precautions:

- When riding, please wear helmet and protectors.
- Please do not climb slope over 12°, and do not sharply speed up or slow down on the slope.
- Be cautious to the obstacles and wet and smooth road, do not ride on grass or pebble road.
- Please do not ride in water over 30mm.
- DO NOT ride up and down the stairs.
- DO NOT ride in motorway.
- DO NOT soak in water.
- INMOTION E-bike belongs to single-use vehicle, please DO NOT ride by several people.
- Beginners at the age of 14-18 years or older than 45 years of age, please practice under someone's help.
- Before using, please confirm if the power is full, and if the tire is in normal inflation.
- Before familiar to the E-bike, please DO NOT ride with higher speed, instead please ride slowly.
- As for the special property of lithium battery, users should charge it at least one time one month. It is not within the warranty range if the battery is damaged due to irregular maintenance.
- INMOTION E-bike is only used as daily transport tool, therefore, please DO NOT use it in extreme sports or other dangerous riding methods.

8 Maintenance

8.1 Storage

- Please keep the E-bike out of direct sun (even it is in trunk of your car), because after some time, the temperature of the after carriage and battery will reach 50°C, which will decrease the function and shorten the lifespan.
- Please do not place INMOTION E-bike in moisture condition.
- It will automatically discharge when the INMOTION E-bike is not in use. The battery power should be checked at least every 3 month, and should be timely charged until it is full. Please do not keep it for long time, as it will cause invocatable loss (such as deep discharge of the battery) due to the battery without power.
- In winter, the battery will lose power faster due to the low temperature.
- Unreasonable storage will lead to the life loss of the battery in the E-bike or other risks, therefore, please keep the INMOTION E-bike indoor in a dry place with proper humidity. If the INMOTION E-bike is not used for long time, please fully charge it and charge it at least one time every month.
- Please fully charge the E-bike if you do not use it for long time.

8.2 Cleaning

Before cleaning, please make sure the E-bike powers off, pull up the cable, and close the charging port. When cleaning, please notice not to make water in the port.

- Please use soapy water or clean water to wipe the shell of INMOTION E-bike with soft cloth. Please DO NOT use high pressure water gun to wash it.
- The IP Ratings of INMOTION E-bike is IP54, namely, it is spilling and dust proof. Therefore, please do not soak the INMOTION E-bike in water, as it will lead to permanent damage.

8.3 Treatment

Please do not treat the battery and power device as general wastes. You have made great contribution to the environmental protection undertaking through riding INMOTION E-bike, so in order to further avoid unnecessary pollution:

- When scrap is required, please deal with your E-bike and all related components (battery) through the authorized treatment facilities.
- Please obey the latest user guide. Any questions, please consult our dealers or contact INMOTION after-sales department.

8.4 Inflation & Exchange Inner and Outer Tires

Once there is insufficient air pressure, please timely inflate. Factory default tire pressure of INMOTION P2 Series E-bike is 2.8 Bar.

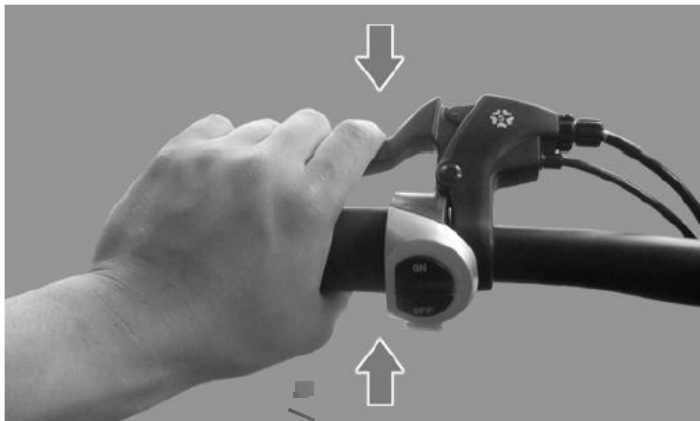
If the tire needs to be replaced due to tire burst or other reasons, please contact INMOTION authorized agencies or INMOTION after-sales department (Also you can repair it in a bicycle maintenance shop).

8.5 Brake Maintenance

①Insert the elbow to the brake, and fix it on the screw of the frame. According to the: direction of Left Loose and Right Tight, please lightly turn left to make the brake a little loose.



②Then clench the brake with one of your hands, in order to make the rear brake close to the brake pad. Keep clenching.



9 Legal Statement

INMOTION P2 series can be considered as a intelligent and portable travel and commuting device. However, it is no replacement of the current existing means of transportation. When you use INMOTION P2 series as a means of transportation for short-distance travel, there might exist conditions causing injuries such as decline, crash, etc. and other risks. You have the responsibility and obligation to carefully read and learn the user manual for INMOTION P2 series and user guide; be familiar with how to drive the INMOTION P2 series; and be fully aware of the warnings and precautions as well as the provisions specified in the following legal statement, so as to reduce (but cannot totally eliminate) potential risks and to ensure the personal and property safety of yourself and other people.

9.1 Use Statement

For your safe application and good experience, kindly use the product in strict accordance with the following requirements:

1. Please make sure to carefully read and completely understand the User Manual for INMOTION P2/P2F and User Guide before using.
2. Please do not allow the ones who fail to carefully read and completely understand the User Manual for and User Guide to use your INMOTION P2/P2F.
3. Please follow instructions in the User Manual for INMOTION P2/P2F with regard to the riding age of 12-60 years old. Do not allow the ones who are beyond this age scope to drive the INMOTION P2/P2F.
4. The pregnant and personnel who are not in normal physical or mental state cannot drive the INMOTION P2/P2F.
5. When you are in a bad physical or mental state, such as sick, taking drugs, drinking, etc., please do not drive the INMOTION P2/P2F.
6. INMOTION P2/P2F is a riding vehicle designed for one person only. Two or more people must not drive one P2/P2F at the same time. Do not drive the INMOTION P2/P2F with loads or while holding a baby in your arms.
7. Please make sure that you are fully qualified in the physical and mental conditions for freely getting on/off and control the INMOTION P2/P2F without any assistance before riding.
8. Please do not modify or repair the INMOTION P2/P2F without permission or by the personnel who have not been authorized by our company. If there is anything wrong with the product, please contact the after-sales staff of INMOTION, which is your most secure option.
9. Please make sure that the INMOTION P2/P2F is not loose, damaged broken, or under other abnormal situations before riding.
10. Before charging, please make sure that the socket is dry, fault-free, and without any foreign matters. During charging, make sure to insert in the correct socket (100V-240V, 50/60Hz), and avoid coming contact with children and pets. Furthermore, keep the P2/P2F away from the combustibles.

11. The batteries of INMOTION P2/P2F must be placed in the environment at -20°C-45°C. Please do not place the P2/P2F in the environment where the temperature is above 45°C. When the temperature is below -20°C, the batteries will enter the self-locking state, which are unable to be charged or used. Please place the INMOTION P2/P2F in a warmer environment for charging and using.
12. If there is any leakage (including damage, giving off a peculiar smell/smoke, or overheating) in the batteries, please stop the vehicle immediately, and avoid its contact with other objects.
13. Do not attempt to open or disassemble the batteries on your own. Do not perform abnormal operations or application to the batteries.
14. Due to different battery status and environment, the standby time of the fully charged INMOTION P2/P2F (the electric quantity display screen has 5 scales) and the not fully charged INMOTION P2/P2F (the electric quantity display screen has 1 scale) is respectively 180 days and 30 days at most. Please pay attention to the standby time to avoid causing irreversible damage to the batteries because of failing to charge them in time.
15. Please do not wear high-heeled or other unsuitable shoes, and the clothes that are too loose-fitting and unsuitable when riding the INMOTION P2/P2F. Furthermore, you must wear professional protective gear during riding.
16. You are highly recommended to wear protective glasses when riding the INMOTION P2, so as to prevent eye injuries caused by dirt, dust or insects in the air and the possible adverse effects on riding.
17. Do not drive INMOTION P2/P2F on rainy days and on other wet roads. When riding on the wet and slippery roads, the tire resistance reduces, the braking distance becomes longer, and the P2/P2F is easy to slip, which might cause accidents, for instance, the INMOTION P2/P2F is out of control.
18. Please use a dry soft cloth to clean the P2/P2F body. Do not use strong water flow or high-pressure hose to clean the P2/P2F body. Do not soak the INMOTION P2/P2F in the water, so as to avoid uncontrollable faults, abnormalities, accidents, and other risks.
19. Do not drive the INMOTION P2/P2F in the bad weather and the adverse environment with low visibility and poor light. Do not drive the P2/P2F when you are extremely tired.
20. Since it is difficult for drivers, motorists, and pedestrians to notice each other in time at night and in an environment with poor light, you are strongly advised against riding at night and in an environment with poor light, so as to avoid severe risks that might arise.
21. Please pay attention to the variation of road surfaces and surroundings when riding the INMOTION P2/P2F. Drive carefully to avoid hurting yourself or others.

22. Please do not drive the under unsuitable road conditions and in improper environment, such as on the stairs, in the elevators, or when passing through the revolving doors.
23. Pay attention to the distance among P2/P2F body, body and obstacles when riding the INMOTION P2/P2F.
24. Do not take the risk of riding on steep slopes, bumpy roads, or other terrains that you have never met before during riding.
25. Please do not make a turn at a rapid speed. Please do not slam the brakes on when riding the P2/P2F on the slippery road. The above-mentioned behaviors are easy to cause slipping and other uncontrollable situations.
26. Please do not drive on the bicycle lanes. Please do not drive on the motor vehicle lanes and other unsuitable places. Please strictly obey the traffic rules and other laws and regulations. When the P2/P2F comes close to or passes through the crossroads, motor vehicle lanes, corners, and doors, please pay attention to slow down and avoid. In the meanwhile, the driver needs to have defensive awareness and pay attention to the dangers that might cause by the traffic and pedestrians.
27. When riding the P2/P2F, pay attention to and take precautions against the vehicles from all directions, pedestrians, pot holes, sewer separators, railway tracks, expansion joints, road surfaces, road construction, debris, and other obstacles as well as other dangerous situations that might affect the personal and property safety of you and others at any time.
28. Do not make and receive phone calls or do any activities or actions that might distract you when riding the INMOTION P2/P2F, so as to pay attention to monitor the external environment at any time.
29. Please drive forward along the riding directions of the bicycle lanes allowed and specified by the local governments and laws or the road edges. Do not drive in a direction not allowed by traffic regulations.
30. Please do not cut in the ways of vehicles and pedestrians when going out by riding the INMOTION P2/P2F.
31. Please do not put your hands on another means of transportation for dragging when riding the INMOTION P2. Do not perform any improper behaviors, such as making stunts, doing any other extreme sports, etc.
32. Please do not drive the INMOTION P2/P2F alone when you need to drive to some remote area. It is necessary to prevent potential risks even when you drive the P2/P2F along with others.
33. INMOTION P2/P2F is personal short-distance travel and commuting device. Do not use it for freight or other improper purposes.
34. The data and parameters of INMOTION P2/P2F vary along with different product models, which are subject to change by INMOTION without prior notice.

9.2 Personal Information Statement

1. Your personal information shall include the personal information that you voluntarily enter to bind the INMOTION P2/P2F when using the INMOTION APP (hereinafter referred to as APP) to connect with the INMOTION P2/P2F for registered certification, and the personal information that you voluntarily provide during the product application, including but not limited to your name, gender, age, address, contact way, occupation, and the time and place for using our service, etc.
2. In the process of using the APP, your personal information provided during the owner certification, product serial number activation, questionnaire and after-sales follow-ups and return visits, solicitation of the opinions or suggestions with regard to products or services, and activity participation is convenient for us to provide better products and services for you, and improve your user experience.
3. You have the right not to provide your personal information. However, if you refuse to provide some of your personal information, we may not be able to provide better products and services for you, and even might deter you from using our products and services.
4. Any personal information provided by you shall be deemed as the fact that you have entirely agreed with the idea that your personal information can be used by INMOTION itself or its affiliated companies after the disclosure. The application of INMOTION and affiliated companies shall include but not be limited to the application of the internal staff, consultants, agents, suppliers, and partners of INMOTION and its affiliated companies.
5. You agree that we might provide your personal information to the interested third party when in line with any of the following conditions:
 - 1) After your special authorization;
 - 2) Conforming to the relevant laws and regulations or the mandatory requirements put forward by the government agencies (including the judiciary authorities);
 - 3) Perform the Terms of Service available (including investigating possible violations);
 - 4) Deal with frauds, safety or technical issues;
 - 5) Protect the rights, properties or security of users or the public from being damaged within the scope of legal requirements or the allowable range
 - 6) The needs under special and/or emergency circumstances.

6. The electronic data of your personal information can be used for application, transmission and storage, and the above-mentioned behaviors might exist in or out of China.

7. You completely agree with the idea that INMOTION and its affiliated companies might push the information with regard to the products and services as well as the relevant activity information from time to time for your better application and experience.

8. We will take reasonable and safe measures to protect the safety of your personal information, and to prevent your personal information from being disclosed and used without authorization. Furthermore, we will also drive other interested parties accepting and using your personal information described in this legal statement to fulfill the same obligations. You agree with the idea that INMOTION decides the time to save and keep your personal information according to the time required by intended use or any agreements, laws and regulations. 9. You agree to exempt INMOTION and/or its affiliated companies and other receivers and/or users from any claims, responsibilities and losses caused or might be caused by disclosing and using your personal information according to this legal statement, unless the above-mentioned.

9.3 Intellectual Property Statement

Unless otherwise stipulated in laws and regulations, or otherwise agreed in agreements, all rights of the intellectual properties (including but not limited to the copyright, trademark right, patent right, application right, enforcement right, permissions, and other powers) with regard to the products and their accessories, APP and website are reserved by INMOTION. No illegal use or any other punishments shall be conducted without the prior written consent of INMOTION.

This legal statement shall apply to the Law of the People's Republic of China.

For all the claims, responsibilities and losses caused or might be caused by consumers and any third party violating this law statement, INMOTION shall assume no responsibility for the claims and any other obligations.

This legal statement constitutes the integral legal part of the INMOTION products (please make sure to transfer this legal statement during product resale). You can choose to accept all the terms and conditions of this legal statement for using the INMOTION products.

If you use the INMOTION products, it shall be deemed as the fact that you have agreed to accept all the terms and conditions of this legal statement and to undertake any possible risks and responsibilities.

If you do not agree to accept all the terms and conditions of this legal statement after purchasing our products, please return the goods, and make sure that the products and packaging are intact without affecting the secondary sales during the sales return. Thank you for choosing INMOTION and trusting us. For any questions, contact us, and we are always ready to be at your service.

10 Product Certification

This product is qualified by passing QC inspection and allowed to be sold on the market.

The warranty card (It takes effect upon manufacturer's seal and pasting with serial number) and regular sales invoice is effective maintenance certificate. Please keep the warranty card properly.

Release date :

QC Qualified Seal :

11 Product Warranty

Dear customer,

Many thanks for your purchasing our product.

After purchasing our product, please provide your correct, complete and authentic personal information, write the serial No. of the purchased product into the warranty card, ask for a valid invoice and keep it properly so as to be able to use our warranty service should any issue occur in future.

To ensure high-quality service, INMOTION promises that it will provide repair, replacement and return services free of charge for products in accordance with our warranty policies (only products purchased on the Chinese mainland). Except for costs including insurance, delivery, transportation, etc., the warranty service is provided free of charge.

11.1 The warranty periods of different parts

Part	Warranty period	Quality assurance
Body, Handlebar stem	12 Months	Natural cracking, fracture and other phenomena
Motor, Driver, External Charger	12 Months	Due to poor manufacturing performance and failure to repair
Floodlight, Decorative light, Tail lamp, Kickstand	6 Months	Due to poor manufacturing performance and failure to repair
Battery	6 Months	Replacement of the new battery at 6 months of capacity less than 65% of the representation capacity
Rear wheel, Handlebar rubber, Decorative cover		The wearing part is not in the scope of warranty

The following circumstances will not be covered by the warranty, and the customer has to pay for the repair :

The "three guarantees" validity period has expired.

1. Damage incurred by man-made causes.
2. The E-bike has traveled over 2000km (For the vehicle which has accumulated more than 2000km of mileage, we propose to repair and maintenance and replace the tire according to the tire wear condition).
3. Any damage caused by failure to follow the requirements in the instruction manual to correctly assemble or use the scooter.
4. The serial No. has been deleted or modified.
5. The serial No. bar code or model on the product warranty card doesn't coincide with the product itself.
6. The product has been disassembled or repaired by personnel unauthorized by INMOTION.
7. Daily wear and tear (including wear and tear of the scooter shell, handle grips, tires, etc.) that does not affect the product's functionality.
8. Damage caused by accidents or improper use, such as physical damage, fall-and-break damage, collision damage, severe oxidation, etc.
9. Damage caused by overload, forcing through obstacles (including but not limited to riding down stairs, hitting the ground, etc.),
10. Performing X-sports stunts, etc.
11. Damage caused by disassembly, transportation, loading/ unloading, etc. in the process of return for repair.
12. Damage caused by fire, liquid immersion, freezing, earthquake, or other abnormal storage conditions or force majeure.
13. Depletion of wearing pieces such as the packing material, different types of technical documents, etc.
14. Products used for commercial purposes will not be covered by the warranty.
15. For malfunctioned products whose warranty has expired, INMOTION provides paid repair service, and as to the charging standard and accessory prices, you can contact our after-sales personnel for more details.

11.2 Product Repair Service Policies

1. Customers can call our official technical support number 86 (0)755 2572 2469 for after-sales help, or directly contact the dealers from where they bought the products and ask them to facilitate the after-sales service process. For detailed after-sales service policies and procedures, visit our official website: www.inmotionworld.com.
2. After receiving the malfunctioned product from the customer, we will initiate communication with the customer about the malfunction cause, liability, repair cost, estimated time needed to rectify the malfunction, etc. When no more dissent is left, the repair process will start.
3. For products that have been repaired by us, within one month after completion of the repair, the product will be covered by our free of-charge warranty service.

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Contact Us:

Add.: 18F, B1, Nanshan iPark, No.1001, Xueyuan Ave., Shenzhen, P.R.C. 518055

Email: service@imscv.com

Tel: 86 (0)755 2572 2469

Fax: 86 (0)755 2572 7563

11.3 Product warranty card

Customer		Serial No	
Purchase date			
Contact number			
Email			
Address			
Dealer name		Contact	
Dealer address			



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