

KOLLTER



ELECTRIC MOTORCYCLES

USA

WARRANTY GUIDE

ES1-S Pro Street Sport

ES1-SX Pro Dual Sport

ES1-X Pro Dual Sport



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ELECTRIC MOTORCYCLES

USA

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WARRANTY REGISTRATION

(Make Sure to Complete the Following)

Motorcycle Year:	Brand: KOLLTER	Model: ES1	
Frame Number:			
Motor Number:			
Date of purchase			
Owner's name:			
Owner's Name & Address:			
Owner's Contact Phone Number:			



WARRANTY POLICY

(Parts & Labor Limited)

Thank you for choosing Kollter Electric Motorcycles, produced by JIANGSU KEYROAD TRANSPORTATION TECHNOLOGY CO., LTD. KOLLTER shall provide you with a full range of service Warranty, in accordance with relevant laws, regulations and national agencies. The specific service provisions are as follows:

- ❑ The entire motorcycle is covered by Kollter's **5-Year, 50,000 Mile Limited Warranty**, with the exception of the core components (motor, motor controller & battery) which have a vehicle Warranted for a period of **2-years or 24,000 Miles**, whichever comes first. The warranty for other parts is implemented in accordance with the "Warranty of Parts and Labor".
- ❑ Within the warranty period, Kollter shall provide, free of charge, repair or replacement of parts and labor. For maintenance beyond the "Warranty" service period, an authorized service provider will provide customer paid services.
- ❑ The warranty period of the motorcycle shall be calculated from the date the owner's contract purchase date.



WARRANTY PARTS & LABOR

PART	WARRANTY PARTS DESCRIPTION	NON-WARRANTY	WARRANTY PERIOD
Lithium ION Battery	The lithium battery is used after charging in the specified using environment and there are faults such as abnormal voltage, un-rechargeable and less than 60% of the capacity without external force impact. In this case, the Warranty service is provided (the battery can't recycle the Warranty, and the Warranty period for replaced battery is calculated according to the remaining date of the Warranty period for the original battery).	Disassembling the battery pack by yourself, results in the damage of the internal core connection (due to the complicated connection of the battery pack, it is not recommended for users to disassemble the battery pack by themselves	2-years or 24,000 miles, which ever comes first. Replacement batteries are Warranted for the same period of 2-years
Motor	Coil phase loss, burnout, magnetic steel demagnetization, shedding, etc, such as theses quality problems which can't be repaired.	1.Internal circuit damage caused by self-disassembling the motor 2. Motor damage caused by human factors	5-years or 50,000 miles
Frame	1.Welding falling off, welding missing, virtual welding 2. Crack at key position and frame fracture 3.Cannot be registered due to unclear frame code printing	1.Damage caused by human factors or improper use 2.Manual modification of the frame structure 3.Manual modification of vehicle structure	5-years or 50,000 miles
Controller	1.Internal damage, no voltage regulation 2.No DC output, high supply voltage	Damage caused by self-modification of the internal circuit or structure of the controller	5-years or 50,000 miles
Instrument Cluster	1.LCD meter does not display or display incompletely 2.The LCD meter display is not 3. Date display is not correct	Human factors caused scratches and damage to the instrument	5-years or 50,000 miles
Charger	1. Unable to charge due to circuit problem 2. Charging signal does not exist.	1. Internal structure changed, line modification 2. It is normal after test	5-years or 50,000 miles
converter	1. Internal damage, no voltage regulation. 2. No DC output, high supply voltage.	Normal operation after test	5-years or 50,000 miles

PART	WARRANTY PARTS DESCRIPTION	NON-WARRANTY	WARRANTY PERIOD
Anti-theft device	<ol style="list-style-type: none"> 1. Unable to remotely unlock, lock, etc. 2. Internal circuit is damaged and cannot be used for function. 	<ol style="list-style-type: none"> 1. The remote control is missing, or the internal structure or wiring has been changed 2. Normal operation after test 	5-years or 50,000 miles
Main harness	<ol style="list-style-type: none"> 1. Short circuit, open circuit, ablation, etc. cannot be Repaired during use (under the correct use of wire bundles) 2. The problem of the line itself, not caused by improper installation. 	<ol style="list-style-type: none"> 1.Alter the circuit by oneself, or damage 2. Cable surface wear (non-vehicle structural problem). 	5-years or 50,000 miles
Headlight	Headlight quality problems cause malfunction.	Wiring caused headlamp damage.	2-Years or 24,000 miles
Handlebar	<ol style="list-style-type: none"> 1. The direction is uneven both sides 2. Different lengths of two sides 3. Cracking 	Deformation or damage of the direction tube due to human factors or improper use	5-years or 50,000 miles
Steering	1.Bearings, bushings, and plastic part failure.	Damage caused by human factors or improper use.	5-years or 50,000 miles
Rear Shock	Stiff, Leaking Oil, or Squeaking	<ol style="list-style-type: none"> 1. Damage caused by human factors or improper Use 2.The user changes the state. 	5-years or 50,000 miles
Front Forks	<ol style="list-style-type: none"> 1. The fork tube or slider breaks when the shock absorption is in normal use. 2. Severe leakage of front fork oil seal. 3. Rear shock absorption leakage, joint de-soldering 4. Rear shock damper piston rod fails. 	<ol style="list-style-type: none"> 1. Improper use causes obvious damage and oil leakage. 2. Parts have been replaced, disassembled and cannot be rebuilt. 3. The shock absorber was obviously bruised. 4. Shock absorption soft or hard (by human factors) 5. Modification or overload caused the shock absorber rod deflection 	5-years or 50,000 miles

PART	WARRANTY PARTS DESCRIPTION	NON-WARRANTY	WARRANTY PERIOD
Wheel hub	<ol style="list-style-type: none"> 1. Laced improperly, fracture of wheel rim. 2. Due to the quality problem of the front wheel hub, the disc brake is stuck and unable to rotate 3. Wheel hub fracture 4. Wheel Damage 	<ol style="list-style-type: none"> 1. Due to improper use and maintenance, the wheel hub is deformed, scratched and bruised, as well as damages due to overload 2. Damage due to collision 	5-years or 50,000 miles
Horn	Due to the quality problem of horn, does not work properly	Normal operation after test	5-years or 50,000 miles
Key set	<ol style="list-style-type: none"> 1. Front lock failure 2. Seat lock failure 	<ol style="list-style-type: none"> 1. The whole motorcycle lock is broken by the iron 2. Improper use causes damage to the lock body 	5-years or 50,000 miles
Brake system	<ol style="list-style-type: none"> 1. Fracture or fall off due to material problems 2. Hydraulic brake system causes brake failure because of leakage gas, air resistance, pump pressure drop, brake caliper blockage 3. The brakes are constantly powered and cannot be repaired. 	<ol style="list-style-type: none"> 1. Hydraulic disc brake upper and lower pump assemble leaks oil after improper disassemble 2. The hydraulic disc brake is not working properly because it is oil-free, but the hydraulic disc brake itself is not damaged. 3. Brake pads wear 4. Self-modification causes damage to the brake system 	5-years or 50,000 miles
Handle	The speed control cannot be adjusted due to the circuit and structure problems of handle	Abnormal use causes handle to not work normally	5-years or 50,000 miles
Headlight	Due to the quality problem of headlight, it cannot work normally	Damage to the headlight due to modification of line	5-years or 50,000 miles
Tail light assemble	Due to the quality problem of tail light, it cannot work normally	Damage to the tail light due to modification of line.	5-years or 50,000 miles
Turn signals	Due to the quality problem of turn signal, it cannot work normally.	Damage to the turn signal due to artificial modification of line	5-years or 50,000 miles
License plate lamp	Due to the quality problem of license plate lamp, it cannot work normally	Damage to the license plate lamp due to artificial modification of line	5-years or 50,000 miles

PART	WARRANTY PARTS DESCRIPTION	NON-WARRANTY	WARRANTY PERIOD
Left and right switch assembly	1. Switch is out of order, open and closed cannot be in place or reset 2. Switch quality problems cause the buttons to fall off and break 3. Short circuit, open circuit, poor contact in the switch 4. Switch circuit is not matched	1. Artificial change of line 2. Parts are missing and not matching	5-years or 50,000 miles
Side Stand	Fracture or broken welds	1. Deformation or damage caused by human factors or improper use 2. Scratches on surface caused by human factors 3. Self-change or repair (such as welding)	5-years or 50,000 miles
Seat	Splitting and cracking due to the quality of the seat cushion	The surface of seat is damaged and fractured by human factors	5-years or 50,000 miles
Plastic outside part of whole motorcycle	Peeling and cracking area due to baking problems can be replaced above 1 square centimeter	Damage caused by human factors	5-years or 50,000 miles
Air switch	Do not automatic disconnect and protect when overvoltage and over-current	Normal operation after test	5-years or 50,000 miles
Tire	Crack, bulge, broken wire	1. Normal wear 2. Artificial damage 3. External damage	5-years or 50,000 miles

NON-WARRANTY CONDITIONS

- Exceeding the time limit and scope of the prescribed " Warranty" shall be regarded as exceeding the " Warranty" service.
- Light bulbs, brake pads, motor covers, rearview mirrors, pull wires, screw nuts and other standard parts, decorative parts, black parts, treads, chains, chain links, chain guides, switches, nozzles and other spare parts are not Warranty parts and do not enjoy the " Warranty" service.
- Normal maintenance services, including but not limited to: replacing gear oil, checking tires, checking brakes, adjusting brakes, changing brake fluid, checking electrical system, checking chain tension, adjusting chain tension, replacing chains, checking batteries package, not within the scope of " Warranty"
- Advertising and promotion categories, gift items, sound size, soft touch and other sensory and cognitive projects
- Damage caused by smoke, earthquake, typhoon, flood, fire, lightning, chemical corrosion, etc
- Not repaired by Kollter service provider, self-modification, decomposition, and destruction parts; damage of other parts caused by using non-original parts, unauthorized alteration of circuit and configuration, these do not within the scope of Warranty
- Damage caused by collision, crash, over-speed, overload, self-modification, unused original parts, failure to follow the instructions, etc.
- No invoice, warranty card, ticket or ticket does not match
- Teardown trademarks or seals of controllers, chargers and other parts do not enjoy maintenance service



MAINTENANCE SERVICE RECORDS

**Make sure to perform repair and maintenance services at one of our designated authorized dealers
Record and stamp to be documented by the dealer, in this/your Warranty Book**

Model:	Vin Number:	Motor Number:
The first service Date: _____ Mileage: _____		经销商盖章
The second service date: _____ mileage: _____		经销商盖章
The third service date: _____ mileage: _____		经销商盖章
The fourth service date: _____ mileage: _____		经销商盖章
The fifth service date: _____ mileage: _____		经销商盖章
The sixth service date: _____ mileage: _____		经销商盖章
The seventh service date: _____ mileage: _____		经销商盖章
The eighth service date: _____ mileage: _____		经销商盖章
The ninth service date: _____ mileage: _____		经销商盖章
The tenth service date: _____ mileage: _____		经销商盖章
The eleventh service date: _____ mileage: _____		经销商盖章

The twelfth date: _____ mileage: _____	经销商盖章
The thirteenth service date: _____ mileage: _____	经销商盖章
The fourteenth service date: _____ mileage: _____	经销商盖章
The fifteenth service date: _____ mileage: _____	经销商盖章
The sixteenth service date: _____ mileage: _____	经销商盖章
The seventeenth service date: _____ mileage: _____	经销商盖章
The eighteenth service date: _____ mileage: _____	经销商盖章
The nineteenth service date: _____ mileage: _____	经销商盖章
The twentieth service date: _____ mileage: _____	经销商盖章