

BattRE
#DontBeFuelish[®]

storie[®]
EPIC

OWNER'S MANUAL
V1.1



@BattREmobility



Hello! Welcome to the tribe of #storieters

Thank you for your patronage and congratulations on becoming a proud owner of the smart, safe, robust, stylish - Stor:ie

Stor:ie is the perfect blend of the classic and the contemporary with performance-rich commute experience. It gives you the unmatched combination of performance, metal panels, comfy ride and style with largest-in-the-segment seat

Please read the manual carefully, understand all the features & operations of your vehicle, and follow the instructions to enjoy a smart and convenient experience. To ensure a worry free journey on your Stor:ie, we urge you to get your vehicle serviced only at Batt:RE authorised dealers

You inspire, we innovate
BattRE

From Kashmir to Kanyakumari



05

years



21

states



400+

dealerships



50k+

units sold



8L

kgs of CO2 emission
being reduced monthly*



6Cr

INR worth of fuel
saving monthly*

foreword



BEFORE YOU BEGIN	05
KNOWING YOUR SCOOTER	07
Overview	07
Parts info	09
Overall dimensions	15
Know your charger	17
Using your charger	20
Know your battery	21
Using your battery	22
Check points for better battery life & mileage	24
Starting the scooter	26
MAINTENANCE AND REPAIR	27
Before every ride	27
Regular maintenance	28
Service job check points	29
Checkpoints for scooter cleaning	31
Short-term storage	32
Long-term storage	33
Battery maintenance & safety instructions	34



TROUBLESHOOTING	34
On site troubleshooting	34
Low mileage troubleshooting	34
Troubleshooting charts	35
Speedometer troubleshooting	40
WARRANTY OFFER	41
Exceptions to limited warranty	42
Conditions apply	43
Exceptions to charger's warranty offer	44



- Helmets are a must for both the rider & the pillion passenger
- Follow the rules of the road, you are leading the way
- Never let someone without a valid driving licence ride it
- It's recommended to completely charge your scooter before you get going
- Never drag the charger, as mishandling it may cause it to malfunction
- DO NOT use the charger or the battery pack for any other application other than your vehicle
- Storage is meant for city commuting therefore avoid off-roading
- Always park on flat and shaded spots which are safe from extreme heat & water logging
- Always use side stand or center stand & turn off the vehicle when parking
- Please pay attention to standing water & puddles as it may cause rusting or damage of the motor, or other parts if water level reaches wheel axle
- Never overload above the recommended payload capacity or carry inflammable items
- Don't tamper with components or electrical wirings. Please do not add external electrical modifications
- DO NOT try to repair, dismantle the scooter and its components

before you begin

specifications

Vehicle Dimensions	1855mm x 740mm x 1175mm
Front Damper	Fork type hydraulic shock absorber
Rear Damper	Coil over type hydraulic shock absorber
Front / Rear Tyre	TVS Eurogrip tubeless 90/100-10
Braking	Combi braking system
Min. Ground Clearance	180mm
Motor Type	BLDC hub
Controllor	Sinewave 60V 40A
Max Motor Power	2kW
LED Headlight / Halogen Bulb	12V
Turn Indicator	12V
Tail Light	12V
LCD Display	12V
USB Charger	5V/1A

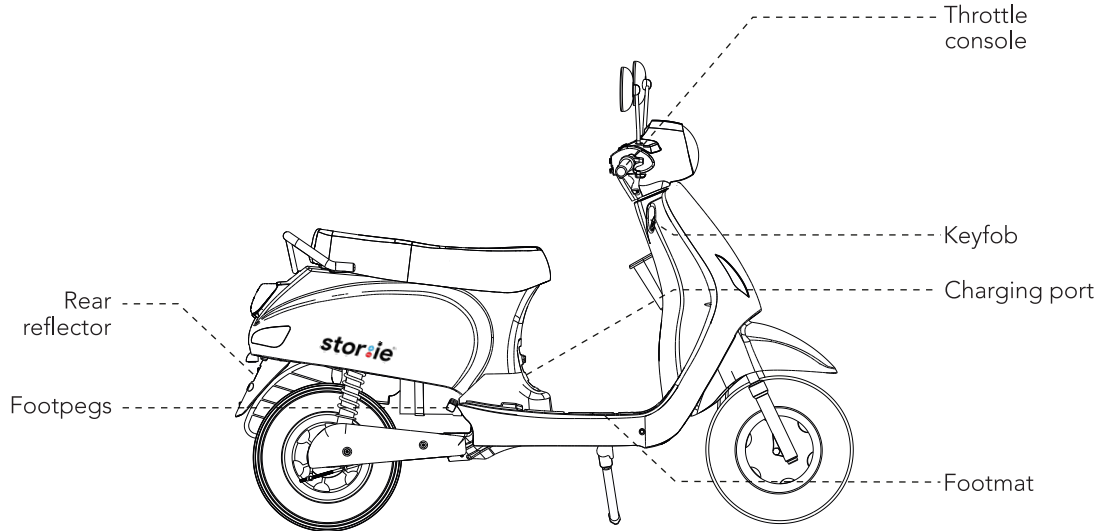


- Please bring the vehicle to the nearest BattRE authorised service station/dealer in case of any problem
- Always use BattRE recommended genuine parts for your vehicle, please contact your dealer for replacement or purchase of original parts
- It should be noted that the braking distance in bad weather will be much longer
- Please avoid braking on paint markers, manhole covers, & on oil stains to prevent slipping
- Do not use high beam indiscriminately. Continuous use of high beam may disturb the vision for other drivers & pedestrians
- Do not use mobile phones or other electronic devices as they may draw your attention away while riding
- This manual is deemed as a permanent document of this scooter
- If this scooter is transferred to others, manual should also be handed over along with the scooter
- Reproduction or reprint of any part of this user manual is strictly prohibited

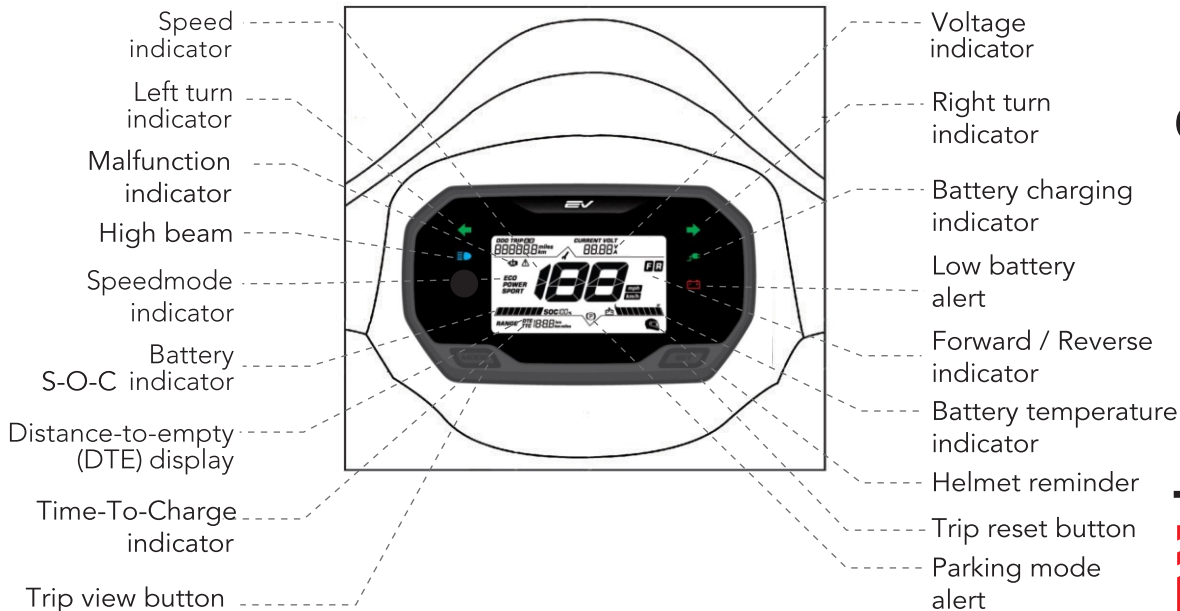


before you begin

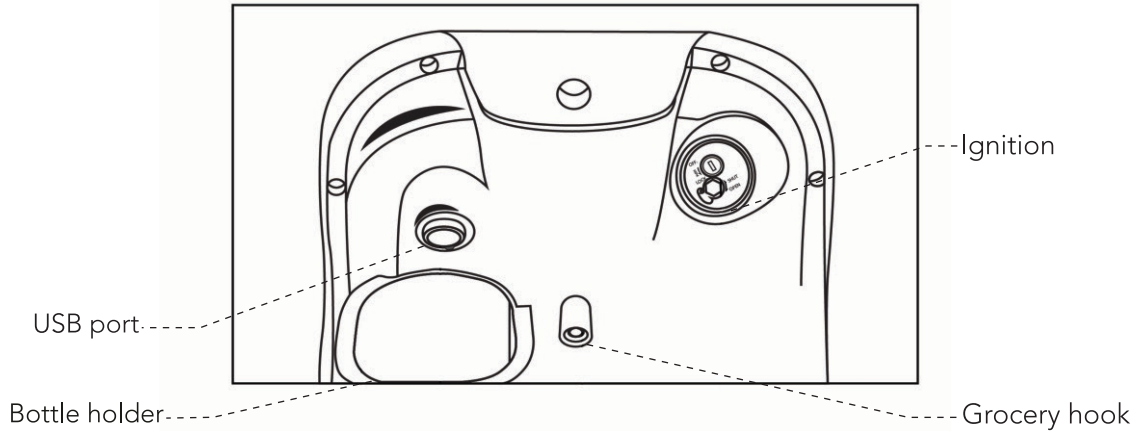
overview



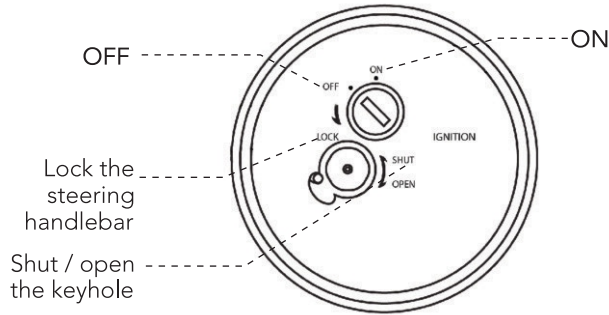
dashboard display info



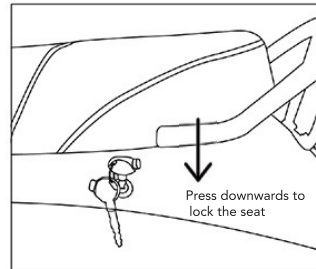
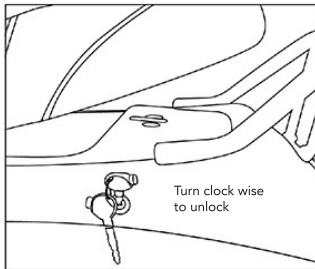
front storage area info



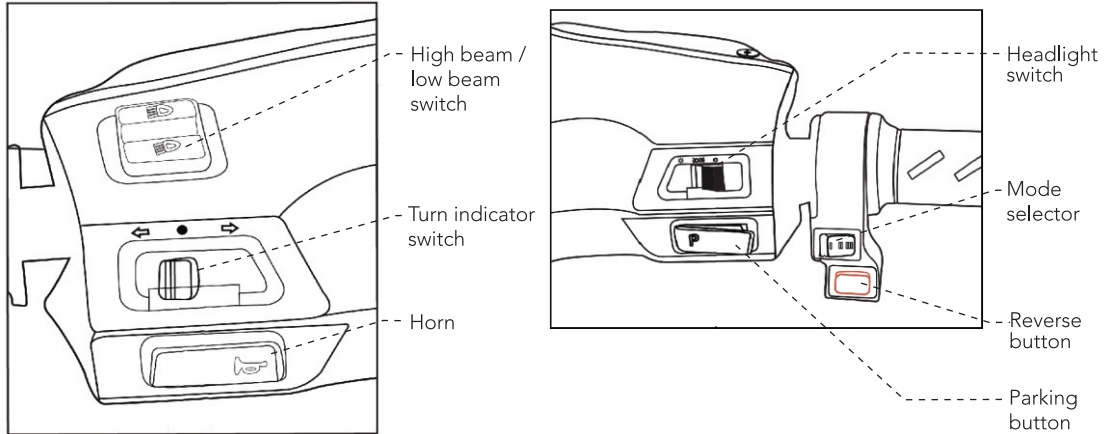
locking info



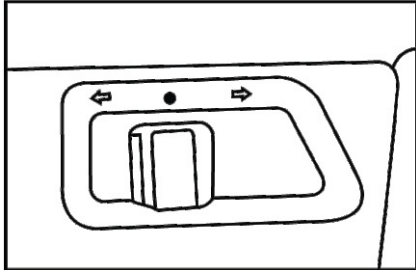
To lock the handle, turn the steering handlebar to the left then push the key inward and turn key anticlockwise to LOCK position



switch set info



left switch set info

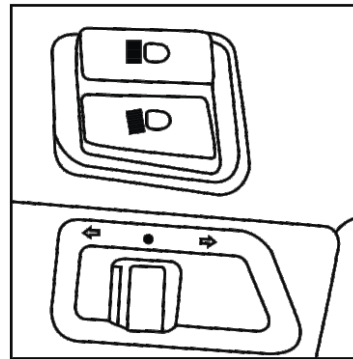


caution for overtaking

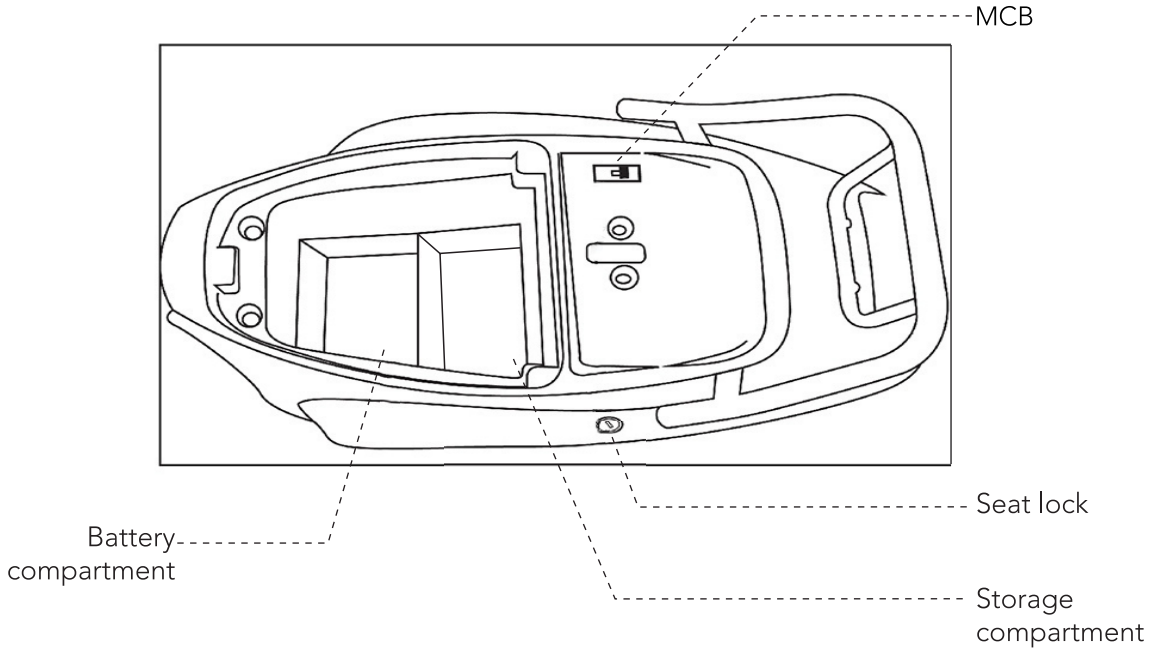
To signal overtaking with flashing light (dipper), the rider may toggle the high/low beam switch repeatedly

turn signal indicator

Push the button left to turn on the left turn indicator, push it right to turn on right turn indicator & press to turn off the indicator

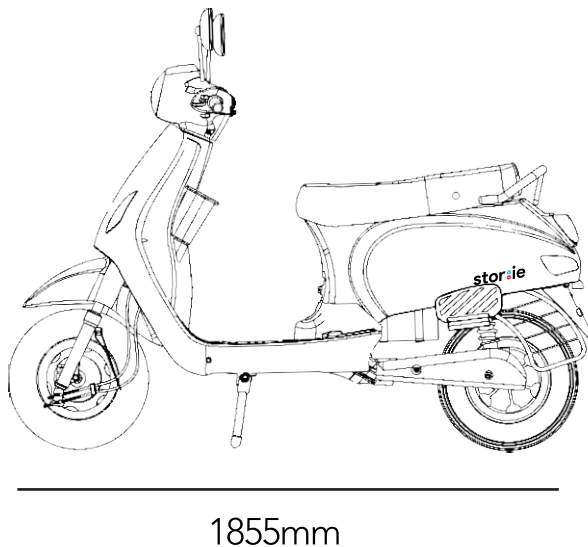
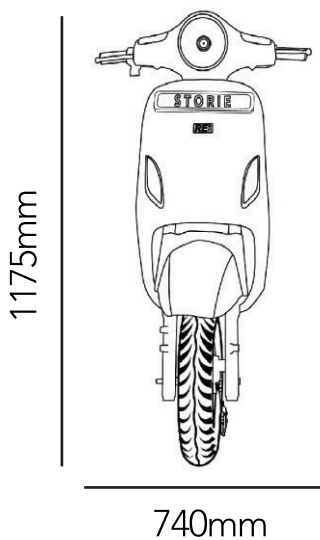


under seat storage illustration



Batt+RE
#DontBeFuelish®

overall dimensions



know your Stor:ie

specifications

Vehicle Dimensions	1855mm x 740mm x 1175mm
Front Damper	Fork type hydraulic shock absorber
Rear Damper	Coil over type hydraulic shock absorber
Front / Rear Tyre	TVS Eurogrip tubeless 90/100-10
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Controller	Sinewave 60V 40A
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LED Headlight / Halogen Bulb	12V
Turn Indicator	12V
Tail Light	12V
LCD Display	12V
USB Charger	5V/1A

know your charger

- Features

Multi-stage charging | Built-in microcontroller | Pulse width modulation | CAN based technology | Forced air cooling through built-in DC fan | LED indication | 100% full load tested | Output short circuit protection | Over temperature protection | Output overload protection | Battery reverse protection | High voltage breakdown withstand | Earth Leakage Detection | Battery Full Charge Cutoff

- Specifications

Input Voltage: 170 -280 V **E** / 190 - 275 **P** AC | Frequency: 50-60 Hz | Input AC Current at 180V AC - Max 6 Amps | Output Current - 7.5 Amps **E** / 10 Amps **P** | Efficiency - >90% **E** / > 85% **P**

- Operating Instructions

To charge the battery, keep the charger at a place which is safe, isolated and dust proof

Input Connection

- Make sure that earthing (ground terminal) is connected
- Connect input mains supply cord to 5 Amp (in Storie **E**) / 10 Amp (in storie **P**) AC Plug wall socket with proper grounding

Output Connection

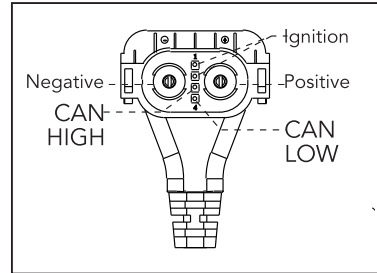
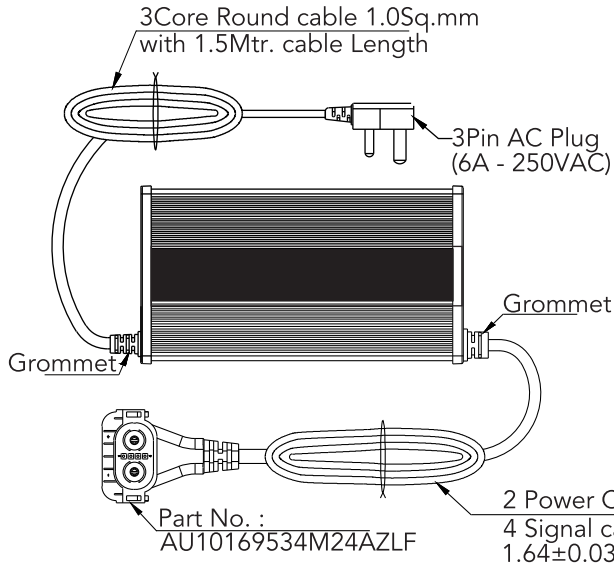
- Do not touch uninsulated output wires
- Connect the charger output cable's DC output connector to the battery connector and then connect to AC mains supply.

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- Warning
 - Use only the provided charger to charge your battery
 - Keep sparks, flames & smoking materials away from batteries
 - Never place charger on top of the battery while charging
 - Disconnect from mains supply before connecting or disconnecting the battery
 - Ensure that ventilation ports are not obstructed to avoid overheating
 - The charger output if connected to a potential greater than 66.4V may pose an energy or shock hazard
 - Never cover the vent of the charger & keep the vent 10 cm away from other objects
 - Don't drag the charger by power cord
- Dangers
 - Electrical shock hazard
 - Earthing of charger is compulsory. If not connected, it may result in hazardous situation
 - Connect charger input power cord to an outlet that has been properly installed and grounded
 - Do not open or disassemble the charger
 - Do not touch uninsulated parts of input connector / output wires and uninsulated battery terminals
 - Do not operate the charger, if AC supply cord is damaged or charger is in broken condition

know your charger

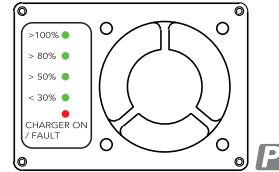
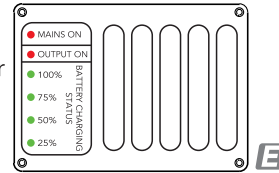


using your charger

Connect input supply cable to mains supply (230V AC / 50Hz) and output cable to the battery before switching on the charger

Make sure that the input of the charger is plugged into mains socket having earthed connection

By switching the input supply ON, the charger gets functional



LED indication list

E

100% LED blink	SOC > 75%, SOC < 100%
75% LED blink	SOC > 50%, SOC < 75%
50% LED blink	SOC > 25%, SOC < 50%
25% LED blink	SOC > 0, SOC < 25%
Red LED ON & Green LED Blinking	Power ON
Red LED ON	Fault

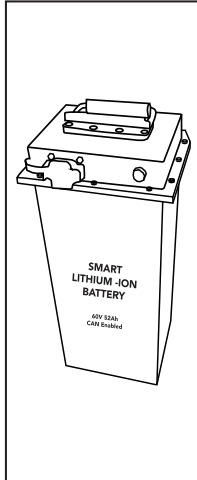
P

100% LED blink	SOC > 80%, SOC < 100%
80% LED blink	SOC > 50%, SOC < 80%
50% LED blink	SOC > 30%, SOC < 50%
30% LED blink	SOC > 0, SOC < 30%
Mains LED ON	Power ON
Output LED ON	Charging

know your battery

E

P



Battery Manufacturer	Seiger Robotek Electric Pvt. Ltd.	Inverted Energy Pvt. Ltd.
Model No.	SRE - CAB - AM 6039A - 005	EV_MINV_NMC_6040
Upper Cut off Voltage	67.2 V	66.4 V
Lower Cut off Voltage	40.8 V	46.4 V
Nominal Voltage	58.4 V	59.2 V
Rated Capacity	39 Ah	40 Ah
Cell Chemistry	NMC	NMC
Form Factor	Cylindrical (18650)	Cylindrical (18650)
Cell Rating	3.65 V	3.7V
Communication Mode	CAN	CAN

- Smart Battery & Charger with CAN communication.
- IP67 Battery pack to prevent dust & water ingress.
- Audio Visual safety alarm to prevent untoward situation.
- Temperature CUT-OFF to prevent overheating & potential hazards.
- Amphenol connector 10000 Mating Cycles.
- Thermal management material for cell level protection.
- Pressure valve for better safety
- Fuse protection for Electrical circuit safety
- Temperature sensors for performance monitoring during usage & charging
- Earth leakage protection

know your battery

using your battery

- Operating conditions

In order to prevent possible leakage, overheat, smoking, fire or explosion, please follow these instructions:

- The battery should be used at the temperature of 20°C to 55°C
- Do not expose to water, beverages or corrosive liquids
- Keep away from heat source, open fire, inflammable and explosive gases and liquids
- Please keep metal parts away from the battery compartment
- In case of undesirable odour, overheat or deformation of the battery, please stop using the battery immediately, keep away from the battery and contact your dealer

Attention

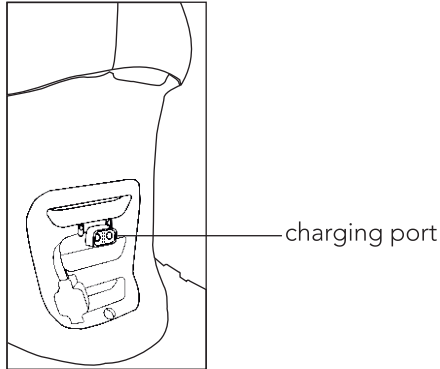
- The battery is not a repairable part by the user
- In case of battery fault, please contact your dealer
- User dismantling the battery may lead to leakage, overheat, smoking, fire or explosion which invalidates the product warranty

- Charging conditions

- The battery should be charged at the temperature of 10°C to 35°C
- The charging time should not exceed 6 hours in a single stretch

Attention

- Using non-original charger (or non-recommended by BattRE) may lead to leakage, overheat, smoking, fire or explosion which invalidates the product warranty



- charging via scooter port
Plug the charging pin into the charging port located beneath the rider's seat
Speedometer will display a green flash symbol on the top right corner indicating the charging is now ON. Charger's green LED will turn ON indicating the charger is ON
- charging via battery port
Remove the battery from the scooter
Connect the charger with battery's terminal and check for LED light indication on the charger

check points for better battery life & mileage

- Ride the vehicle in Economy mode in congested areas
- Charge the battery daily for better battery performance
- Avoid sudden acceleration
- Maintain the tyre pressure – 30 PSI in front tyre and 33 PSI in rear tyre
- Don't use brake levers while accelerating
- Don't wash the battery with water or any other fluid
- Let the vehicle cool down for 30-40 minutes after riding before plugging it in for charging
- Keep the ignition off while charging the vehicle
- Switch MCB off, if the vehicle is not in use for more than a day

Attention

- All operations should be strictly aligned with the user manual
- Use the charger in a ventilated environment
- While charging, connect the battery to the charger before connecting it with electric supply
- When the battery is completely charged (all LEDs turned ON) disconnect the power immediately
- Avoid prolonged connection between the charger and AC power supply while not charging
- While charging, if the signal light is abnormal, the charger has odour, or is getting overheated, please stop charging immediately and get it checked at the nearest authorised dealership

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- DO NOT charge in closed space or under high temperature
- DO NOT keep the charger into the boot space while charging
- AVOID carrying the charger inside the scooter while riding, if necessary, please ensure proper damping and shock protection
- DO NOT disassemble the charger or change the parts of the charger by yourself
- If the battery can not be fully charged within 6 hours, please contact the nearby authorised dealership
- To maximise the battery life, please keep the battery SOC levels between 20% and 80%
- The battery may lose more capacity if stored under lower than normal or higher than normal temperatures
- Storing the battery with less than 20% SOC over a long period will cause irreversible loss to the battery
- Make sure to take out the battery from the scooter if the battery remains unused for over a week. In this case, store the battery below 20 degrees celsius and SOC level between 20% and 80%
- It is advised to have at least one cycle of charging and discharging every month to minimise battery capacity loss during storage
- Lack of proper maintenance as recommended above will result in warranty to stand null and void

know your battery

starting the scooter

Turning ON the scooter

- Make sure the MCB (mounted under the seat) is switched on
- Insert the key into the keyhole and turn clockwise
- Press the brake or the parking button to remove the vehicle from parking mode
- Vehicle is now ready to ride

Accelerating the vehicle

- Once seated firmly, gradually turn the throttle inwards so that the vehicle moves
- Ensure that the brake levers are released before accelerating as pressed brake levers may activate brake sensors that cut-off the current supply
- To increase the speed, adjust the throttle further inwards
- Accelerate gradually at all times, especially when setting off or climbing up slopes to save electric power

Braking the vehicle

- It is most effective to use both front and rear brakes gradually and simultaneously
- To reduce your effort and save more, Stor:ie comes equipped with CBS (Combi Braking System) which engages rear braking along with front braking when front brake lever (left brake lever) is pressed
- Release the throttle and apply brakes to reduce the speed gradually
- Do not accelerate suddenly after applying the brakes

maintenance and repair

Users are advised to have the scooter checked and maintained on a regular basis, even for the scooters that are not used for a long time

before every ride

Please check the following details before riding

Checkpoints	Description
Steering Handlebar	1) Steadiness 2) Steering flexibility 3) No axial displacement or loosening
Braking	Braking lever has 5-9mm idle travel
Tyre	1) Front tyre air pressure is 30 PSI and rear tyre air pressure is 33 PSI 2) Proper tyre tread depth 3) No cracks or openings
Battery	Adequate for planned distance to travel (check Distance-To-Empty display on speedometer)
Lights	Check high beam, low beam, brake light, turn signal indicators
Horn	Check if the horn is working

If any problem occurs during checks, please look through the repair instructions or send the scooter to the dealer for checks and maintenance



regular maintenance

Users are advised to have their scooters serviced at regular intervals

Service schedule	Days from purchase	Price
1st PAID service	30 Days or 1000 kms	Rs. 100*
2nd PAID service	120 Days or 5000 kms	Rs. 100*
3rd PAID service	240 Days or 10000 kms	Rs. 100*
4th PAID service	360 Days or 15000 kms	Rs. 100*
5th PAID service & onwards	As needed	Rs. 300*

Note: Consumables and parts not covered under warranty will be charged extra

*GST Applicable



service job checkpoints

Parts Involved	Checks / Adjustments / Repairs / Replacements to be done
Front and Rear Tyres	Check the air pressure of both wheels. Recommended air pressure at front is 30 PSI and at rear is 33 PSI
All switches	Check operation of all switches. Replace if necessary
Front and Rear Brakes	Check braking efficiency. Adjust the brake cable Replace the brake cable and brake shoe, if necessary
Ignition Lock	Check ignition lock movement Lubrication is recommended for smooth operation
Seat Lock Mechanism	Check seat lock mechanism movement Lubrication is recommended for smooth operation
Handle Bar	Check handle bar operation. Adjust as per requirement, greasing is recommended to lubricate the handle bar bearing
Swing Arm	Check the lubrication of swing arm axle Proper greasing is recommended in swing arm axle
Main Stand & Side Stand	Check operation of main stand and side stand Lubrication is recommended for smooth operation
Front Shock Absorber	Check operation of front shock absorber Replace the shocker oil, oil seal if necessary
Front Wheel Bearing	Check the lubrication of front wheel bearing Proper greasing is recommended in front wheel bearing

Parts Involved	Checks / Adjustments / Repairs / Replacements to be done
Rear Wheel Bearing	Check the lubrication of rear wheel bearing. Proper greasing is recommended in rear wheel bearing. (Note :- The part code for front wheel bearing is 6201RS & for rear wheel bearing is 6204RS)
Wiring Harness	Check for any loose connections, cuts or burns. Repair or replace if necessary
Couplers	Check all couplers & connectors. Clean the dust and refit properly. There should not be any loose connection
MCB	Check and tighten the MCB wires, it should not be loose
Motor	Check and repair if there is any abnormal noise, vibration, jerky operation of motor. Replace if necessary
Nuts, Bolts, Screws	Check and tighten all nuts, bolts & screws
	Clean the scooter using air blower to remove the dust. (Note: Do not use pressure water jet to clean the scooter)
Battery Charging Port	Check vehicle charging operation. Check charging socket connector and clean

- Ensure all checks are done by taking a test ride and all queries are addressed before handing the vehicle over to the customer

checkpoints for scooter cleaning

- Please always take out the battery before cleaning the scooter
- Please do not wash with high-pressure water
- Please remove the lock key while cleaning
- Do not wash the storage space
- Do not wash inside the battery compartment
- Do not wash motor area with high-pressure stream
- Do not wash the charging socket area
- Do not wash the brake shoe inside the wheel hub
- After cleaning dry the vehicle via an air jet or a dry cloth
- Use soft/microfiber cloth to wipe the scooter after washing to prevent scratching
- Polish where necessary
- If incapable of adjusting on his/her own, the scooter owner is advised to send the scooter to the dealer for maintenance and adjustment
- Always choose a smooth road for repair and adjustment and put on the main stand before repair and adjustment
- Do not flush the rear inner mudguard, where the controller and wiring are installed
- If the scooter is frequently used in overload, high-speed, bumpy or up/downhill riding conditions, the maintenance cycle will be shortened
- For longer life, please use original parts
- If the charging port on the scooter is wet, please do not charge before the port dries off

short-term storage

- Keep the scooter in flat, steady, well ventilated and dry area
- Charge the battery to 50% full before storage to maximize battery life
- Avoid exposure to sunlight and rain to reduce damage or aging

long-term storage

- Remember to have a charge and a discharge atleast every month and charge the battery to 50% full before storage to maximize battery life
- Charge the battery to 100% full after long-term storage
- Check all the parts carefully to make sure that there is no problem before riding it
- If there's any problem, take the scooter to your dealer for maintenance or repair

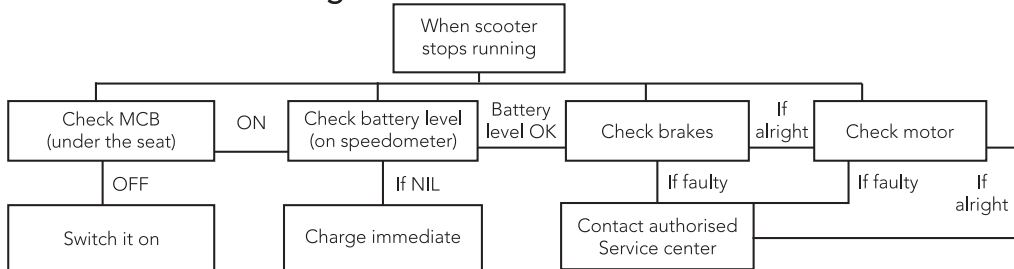
Attention

Please disconnect the battery with the scooter during storage

battery maintenance and safety instructions

- For battery storage, please refer to the following points
 - Battery and its terminals should never come in direct contact with water
 - Do not store battery pack below 20% SOC (as it may cause the battery to go into deep discharge). It is recommended to store the battery packs isolated and in a cooler place
 - Avoid free falling of battery as it may cause internal damage which may lead to unwanted leakage, overheating, smoke and explosion.
 - Park the scooter under a shade, away from direct sunlight.
- While charging, please ensure the following
 - Always charge the battery with the provided charger 67.2 V 7.5 A **E** / 66.4 V 10 A **P**
 - There should be no wear and tear in the insulation of wire coming from charger or the charging adaptor
 - Do not charge battery for more than 6 hours in a single stretch. If it's taking longer, please escalate to service engineer. Never leave the battery for unattended / overnight charging.
 - Charging premises of the battery should be isolated, cooler place and undisturbed with spares, metal parts etc
 - Charging should always be done in a ventilated environment, away from any flammable material, direct sunlight, any source of heat or dust
 - Charging premises should always have proper earthing to avoid shock hazards
 - Do not charge the battery unattended. Never keep the battery on charging overnight
 - Wait for 30 minutes before charging after a continuous ride.
- Never disassemble, reassemble, or repair the battery
- While keeping the battery pack in the compartment of the scooter, ensure it is not wet and completely dry to avoid water ingress
- Before switching on the vehicle, connect the battery coupler first and then turn on the MCB for a better vehicle health

on site troubleshooting



low mileage troubleshooting

S. No	Reason	Steps for troubleshooting
1.	Less tyre pressure	Please ensure that the tyre air pressure is 30 PSI in front and 33 PSI in rear wheel
2.	Low Voltage	Battery voltage during the test ride should be full
3.	Braking	Check both front and rear brakes, there should be no hinderance in wheel movement
4.	Load	Mileage should be checked with rider only (ie, without any extra load)
5.	Testing Conditions	Mileage should be checked on generic road, (ie, avoid traffic, potholes & speed breakers etc.)



Troubleshooting list 1

Malfunction Description	Causes	Troubleshooting
No output when switched on	1) Dead battery	1) Charge the battery 2) Contact your dealer for professional checks
Motor failure when turning the throttle	1) Battery level is low 2) The brake sensor is activated	1) Charge the battery 2) Do not pull the brake lever when throttling 3) Check "Starting the Scooter" section of this manual
Battery charge failure	1) The battery plug may not be properly connected with the battery socket 2) Battery is over discharged	1) Check whether the plug is loosened 2) Contact your dealer for professional checks



Troubleshooting list 2

Malfunction Description	Causes	Troubleshooting
Dropping speed or range	<ol style="list-style-type: none"> 1) Low battery level 2) Under-inflation of tyres 3) Frequent braking and overload 4) Battery aging or normal capacity loss 5) Low battery capacity resulting from low or high temperature 	<ol style="list-style-type: none"> 1) Charge the battery 2) Check the tyre inflation 3) Develop good riding
Sudden stop during a ride	Dead battery	Charge the battery
Contact your dealer if the troubleshooting methods listed in this manual are not working		



Troubleshooting list 3

Causes	Troubleshooting
Communication failure or Dashboard failure	<ol style="list-style-type: none">1) Disconnect the battery and reconnect it after 30 seconds2) Check whether the wires are loosened3) Refer troubleshooting list 6
Controller undervoltage / overvoltage	<ol style="list-style-type: none">1) Check whether the plug is loosened2) Contact your dealer for professional checks
Controller overcurrent	Contact your dealer for professional checks
Controller overtemperature	Disconnect the battery and cool it down before reuse
Motor overtemperature	Stop the scooter and restart when cooled down



Troubleshooting list 4

Malfunction Description	Troubleshooting
Battery overcharged	Turn on the headlight and indicator light to discharge until the code disappears
Charging overcurrent	Stop charging the battery and check if the charger is failed
Charging at low temprature	Take the battery indoor until back to normal operating temperature
Electronic component communication falure	Contact your dealer for professional checks
1) Controller verification failure 2) Motor failure	Contact your dealer for professional checks
Battery deep discharged	Contact your dealer for professional checks






Troubleshooting list 5

Malfunction Description	Troubleshooting
Battery Overtemperature	Stop riding and let the battery cool down
Battery Undertemperature	Charge the battery after it reaches the operating temperature range
Throttle grip failure	Please check the wires of the throttle grip or contact your dealer for professional check
The scooter is locked by remote command	Contact your dealer for professional checks
Controller Communication Failure	
BMS communication failure	



Speedometer troubleshooting list 6

Malfunction Description	Malfunction Symbol	Causes	Troubleshooting
Braking ON		Current supply to motor is cut off due to braking	Check if brakes are engaged Check for brake sensor or contact service support
Motor Malfunction		Error in motor	Contact service support
Vehicle Malfunction		Error in vehicle	Contact service support

warranty offer

Component	Warranty offer (from the date of purchase)
Battery	3 Years or 30,000 kms (whichever earlier)
Motor	3 Years or 30,000 kms (whichever earlier)
Controller	
MCB	3 Years
Tyre	
Charger	1 Year
Converter	

Note:

- For any warranty claim, Authorised BattRE Dealer will do the comprehensive vehicle check
- In all cases, the warranty is applicable from the date of sale to the original purchaser
- BattRE warrants that it will either repair or replace the BattRE-supplied part that is found defective in material or workmanship under normal recommended usage
- During the warranty period, if any item/component is replaced, the warranty period will be from the date of the original purchaser and not from the date of replacement
- Defective parts need to be returned to the factory by the dealer



- Warranty claim must be made by the Registered purchaser by contacting the authorised BattRE dealer within the warranty period
- BattRE, at its sole discretion, has the final decision of replacing with a new part or factory re-certified part
- BattRE, shall in no event be liable or responsible for incidental or consequential losses, damages or expenses in connection with their products
- All disputes or differences arising out shall have exclusive jurisdiction at the courts of Jaipur
- The liability of BattRE hereunder is limited to the replacement of goods complying with this warranty or at the sole discretion of BattRE to the repayment of an amount equivalent to the purchase price of the product in question
- Those parts and/or products which are determined by BattRE to be defective and to qualify for warranty replacement will be provided at no charge
Customers are deemed to have read, understood and agreed to these conditions at the time of purchase
- BattRE Dealers are committed to total customer satisfaction and warrant that our product is free from defects in materials and workmanship affecting normal use, and is in conformity with the respective specification of the product for the warranty period

exceptions to limited warranty

- Damage resulting from misuse, improper maintenance or failure to comply with aforementioned guidelines within this user guide
- Accidental or deliberate damage
- Damage due to private repair or alteration attempted by user
- Failure to produce invoice or proof of purchase
- Failure to comply with maintenance and safety tips



- Spare parts and components are worn in normal use
- The component has been operated in an application that it was not designed for
- The component has been tampered with, to enhance the performance on the user's end
- Damaged due to fitment of additional accessories in a vehicle other than the original fitments
- Warranty claimed after the expiry of the warranty period

The following may be considered examples

- Warranty claims can be denied on deep discharged batteries and for batteries damaged due to abuse or neglect (and not limited to this)
- Damages to the components caused by accidents, fire, faulty electrical systems, improper handling service of components by unauthorized dealers/auto electricians, wilful abuse, destruction by fire, collision, theft etc
- For example, breakage of the casing or terminal due to any mechanical shock such as hammering or operating batteries in discharged condition for long periods
- Warranty claims can be denied in case of water ingress in the battery

conditions apply

- The charging system & electrical circuit of the vehicle shall be checked by the BattRE authorised personnel before finalizing the settlement of any warranty claim
- The warranty is only applicable for products purchased through company-authorized outlets
- The invoice must be produced during the warranty claim

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- In the event of any complaint, the component under question must be returned non-tampered & complete to the company's authorised distributor, dealer, or retailer in India along with the invoice copy
- The service record must be filled in regularly by an authorized BattRE distributor/dealer as proof of specified maintenance, without which, your claim if any is liable to be held invalid
- The warranty is limited to all defects arising from the use of faulty material or poor workmanship
- The right to determine whether a component needs repair, rectification, or free replacement rests with BattRE
- Warranty will not be entertained after the expiry of the warranty period, which is mentioned in this manual
- Connecting a battery of voltage more than 60V, can damage the controller, convertor, motor, charger, wires, and/or connectors, which voids the warranty
- Damaging any component by connection the wrong battery type will void the warranty
- Adjudication and settlement of the claim will take a definite period as the respective component has to be tested for the reported failure
- The warranty does not include damage from power surges, water ingress, use of an improper charger, improper maintenance or any other such misuse, or normal wear
- The components should never be submerged in any liquid

exceptions to the charger's warranty offer

- Damages (like melting of output and input cable) caused due to abuse, misuse, negligent use (like loose connection), missing components, or tampering
- Negligent use, care, cleaning, storage, handling or supplying incompatible voltage or surge in power etc.
- Damages caused by fire, water, wind, lightning, or other natural causes



TO SAFEGUARD THE SOCIETY, THE GOVERNMENT OF INDIA HAS NOTIFIED AS UNDER:

“It shall be the responsibility of the consumer to ensure that used batteries are not disposed -off in any manner other than depositing it with the dealer, manufacturer, re-conditioner or at the designated collection centres”

It is mandatory for our authorised dealers to accept a used battery and provide, if applicable, a corresponding rebate on purchase of a new battery

Please note that violation of these guidelines may lead to legal action/prosecution by the government authorities

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SERVICE COUPON

1ST SERVICE COUPON

30 days or 1000 km,
whichever comes earlier,
after the date of sale.

NO:

VIN NO:

KMS COVERED

SERVICED ON

SERVICING DEALER STAMP & SIGN

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1ST SERVICE COUPON

30 days or 1000 km, whichever comes earlier,
after the date of sale.

NO:

MODEL:

VIN NO:

DATE OF SALE

DATE OF SERVICE

KMS COVERED

SELLING DEALER CODE

SERVICING DEALER CODE

*I certify that the job mentioned overleaf has been completed on
my BattRE vehicle to my complete satisfaction.*

CUSTOMER SIGNATURE

SERVICING DEALER STAMP
& SIGN

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SERVICE COUPON

2ND SERVICE COUPON

120 days or 5000 km,
whichever comes earlier,
after the date of sale.

NO:

VIN NO:

KMS COVERED

SERVICED ON

SERVICING DEALER STAMP & SIGN

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2ND SERVICE COUPON

120 days or 5000 km, whichever comes earlier,
after the date of sale.

NO:

MODEL:

VIN NO:

DATE OF SALE

DATE OF SERVICE

KMS COVERED

SELLING DEALER CODE

SERVICING DEALER CODE

*I certify that the job mentioned overleaf has been completed on
my BattRE vehicle to my complete satisfaction.*

CUSTOMER SIGNATURE

SERVICING DEALER STAMP
& SIGN

Batt⁺RE

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SERVICE COUPON

3RD SERVICE COUPON

240 days or 10000 km,
whichever comes earlier,
after the date of sale.

NO:

VIN NO:

KMS COVERED

SERVICED ON

SERVICING DEALER STAMP & SIGN

#DontBeFuelish[®]

3RD SERVICE COUPON

240 days or 10000 km, whichever comes earlier,
after the date of sale.

NO:

MODEL:

VIN NO:

DATE OF SALE

DATE OF SERVICE

KMS COVERED

SELLING DEALER CODE

SERVICING DEALER CODE

*I certify that the job mentioned overleaf has been completed on
my BattRE vehicle to my complete satisfaction.*

CUSTOMER SIGNATURE

SERVICING DEALER STAMP
& SIGN

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SERVICE COUPON

4TH SERVICE COUPON

360 days or 15000 km,
whichever comes earlier,
after the date of sale.

NO:

VIN NO:

KMS COVERED

SERVICED ON

SERVICING DEALER STAMP & SIGN

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4TH SERVICE COUPON

360 days or 15000 km, whichever comes earlier,
after the date of sale.

NO:

MODEL:

VIN NO:

DATE OF SALE

DATE OF SERVICE

KMS COVERED

SELLING DEALER CODE

SERVICING DEALER CODE

*I certify that the job mentioned overleaf has been completed on
my BattRE vehicle to my complete satisfaction.*

CUSTOMER SIGNATURE

SERVICING DEALER STAMP
& SIGN

Batt⁺RE
#DontBeFuelish®

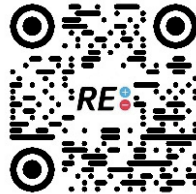
✉ care@battre.in

☎ 830 60 60 666

📍 Road Side Assistance Toll Free: 1800 266 6264

📍 BattREElectric Mobility Private Limited
khasra no. 351, 80 feet road, vinayak city,
guru marg, sirsi road, neemera, bindayaka
jaipur, rajasthan,302012

scan to visit our
website



www.battre.in

contact us

