



# SR-5S

User Manual



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**WARNING!**



Contains important information for avoiding injuries.



**CAUTION!**



Contains important information for preventing damage to the product.



**NOTE!**



Draws your attention to important information and notes when reading the instruction manual.

Thank you for purchasing the Shell SR-5S e-scooter!

Please read the instruction manual carefully before operating the e-scooter, and ensure that the e-scooter is used properly and in accordance with the instructions.

Retain this instruction manual for future reference. Only give the SR-5S e-scooter to third parties in conjunction with the instruction manual. Ensure any third party has completely read and follows the SR-5S e-scooter manual.

The manufacturer reserves the right to make changes to the product including firmware for the SR-5S e-scooter and the Shell RIDE APP.

The instruction manual and illustrations within it may differ depending on the model.

We hope you enjoy safely using your Shell SR-5S e-scooter

## Delivery contents



Shell SR-5S e-scooter



AC adapter



Assembly tool



Handlebar mounting screws x 4



Quick start guide

Safety guide

User manual

The Shell SR-5S e-scooter is a vehicle designed for one person for passenger transport.

The e-scooter is exclusively for private use and is not suitable for commercial use.

Only use the e-scooter as described in this instruction manual. Any other use is considered improper and may result in material damage or even injury to people.

The manufacturer and distributor accept no liability for damage caused by unintended or improper use.

## Important safety information



### **WARNING!**



- Please strictly comply with the safety regulations stated in the manual. The manufacturer or distributor cannot be held liable for any injury to persons, material damage, accidents or legal disputes resulting from the violation of the safety regulations. Liability is always limited to the purchase value of the e-scooter.
- The e-scooter has been designed to transport one person with a maximum weight of 220 lbs.
- Please check your e-scooter before every ride (see the “Storage, maintenance and cleaning” section).
- Do not use the e-scooter if there is visible damage or if the power cord or plug is damaged.
- Modifying the e-scooter is not permitted.
- Repairs may only be carried out by qualified personnel authorized by Shell or their distributors. Liability and warranty claims are excluded if repairs are carried out independently or in the event of improper connections or incorrect operation.
- Always wear a safety helmet, appropriate clothing, protective gear and flat-heeled shoes.
- Hold the handlebars with both hands while riding the e-scooter.



## **WARNING!**



- Practice riding the e-scooter on open and level terrain initially.
- Obey all local traffic laws and regulations. Do not ride where prohibited by local laws.
- The e-scooter is suitable for use on flat, dry surfaces. Do not ride through water, during rain, at night or in poor visibility.
- The e-scooter is not suitable for performing stunts DO NOT TRY to jump it or perform any other dangerous maneuvers.
- Do not leave the e-scooter outdoors. Please store it in a dry, dark location.
- Before each ride, check that all screws are firmly tightened.
- Be careful not to touch any moving parts during the ride, in order to avoid injuries.

People who should not ride the e-scooter include:

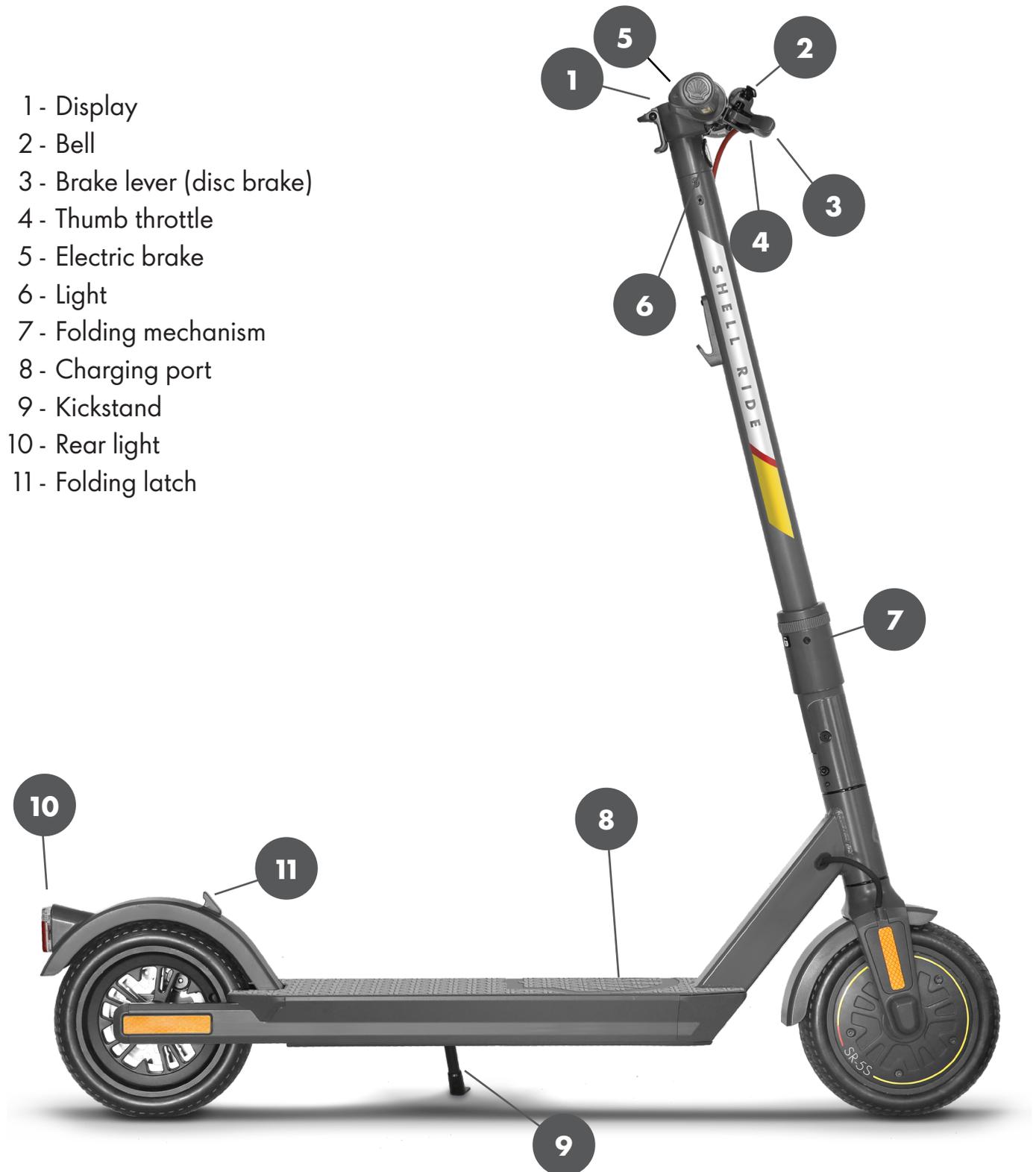
- Children under 12 years of age.
- If you under the influence of alcohol or drugs.
- If you have a problem with balance or motor skills that would interfere with their ability to maintain balance.
- If your weight exceeds 220 lbs.

Motor:	Front-wheel motor with 350-watt capacity
Battery:	36 V / 7.8 Ah lithium ion
Charging time:	Approx. 4.5 hours
Brakes:	Disc brake at rear, electric brake at front
Features:	Bell, front light, rear light, reflectors, LED display
Dead weight:	30.4 lbs (13.8 kg)
Maximum load:	220 lbs (100 kg)
Maximum speed:	15.5 mph (25 km/h)
Maximum range:	18 miles (30 km)
Tires:	8.5" semi-pneumatic tires front and rear
Product size:	43.3" x 16.9" x 46.1" (110 x 43 x 115 cm)
Gradeability:	10 degrees

## Usage Temperature Ranges

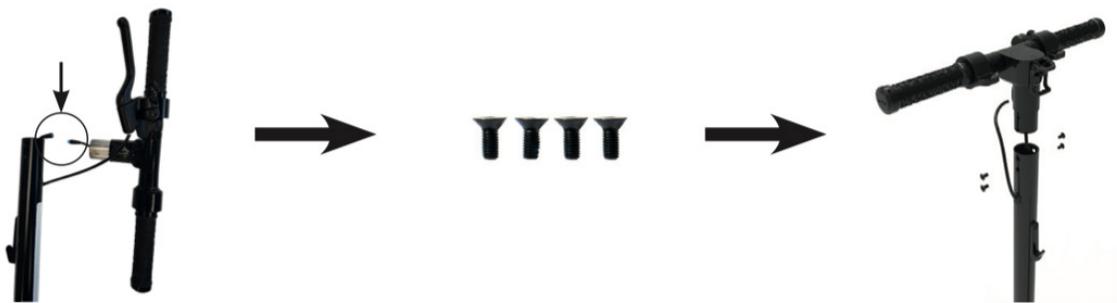
Charging:	0° - 40°C (32° - 104°F)
Riding:	-10° - 50°C (14° - 122°F)
Storage:	-20° - 60°C (-4° - 140°F) (Best to store above freezing)

- 1 - Display
- 2 - Bell
- 3 - Brake lever (disc brake)
- 4 - Thumb throttle
- 5 - Electric brake
- 6 - Light
- 7 - Folding mechanism
- 8 - Charging port
- 9 - Kickstand
- 10 - Rear light
- 11 - Folding latch





Raise the handlebars until the folding mechanism clicks into place. Secure it by turning the locking ring until the marking is pointing towards the closed lock symbol.



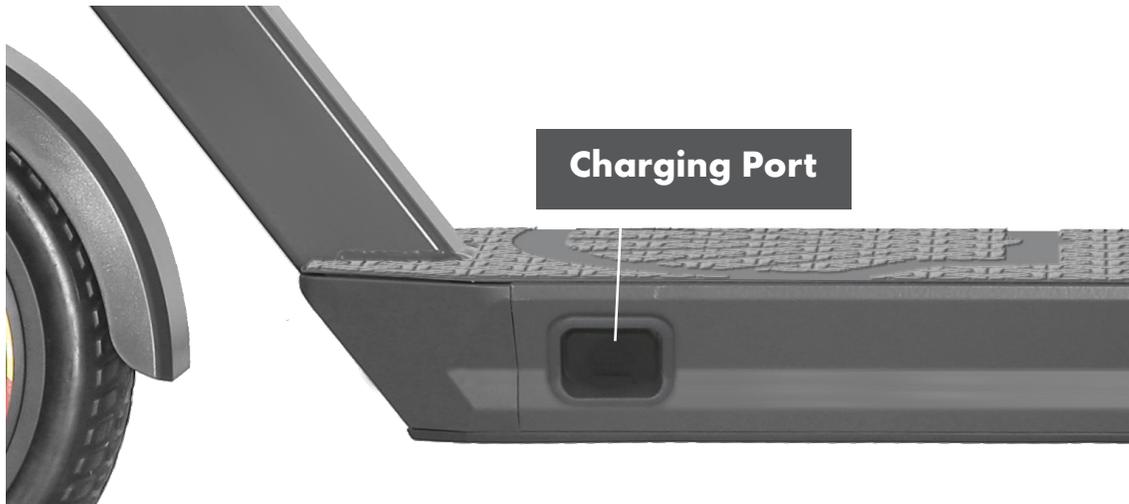
Connect the plug of the control cable and then place the handlebars onto the steering column. Use the Allen key to fix the handlebar in place with the 4 screws.

Button functions:

1. Press  button once briefly to turn on e-scooter.
2. Press  button once briefly during operation to switch the lights on or off
3. Press  button twice briefly during operation to switch between the speed modes:
  - 9.5 mph
  - 12.5 mph – the (S) symbol lights up green
  - 15.5 mph – the (S) symbol lights up red
4. Press  button three times briefly during operation to switch the cruise control mode on or off.
5. Hold  button for about 3 seconds continuously to turn off



The 5 bars  show the current charge level of the battery: If only the left bar of the display lights up, the e-scooter must be switched off and charged immediately.



1. Open the protective cap of the charging port.
2. Make sure the charging port and charger are dry.
3. Make sure that the e-scooter is turned off.
4. Connect the charging cable to the charging port.
5. Connect the charging device's main plug to a suitable wall socket (110 ~ 120 Vac @ 60 Hz).
6. The charging light on the charger will light red when charging.
7. The battery is charged once the charging light changes from red to green.  
You should stop charging the battery at this point.
8. Disconnect the charger from the main plug and the e-scooter.
9. Close the protective cap of the charging port.



### **WARNING!**



- Never remove the battery from the e-scooter.
- Charge the battery every 2 months for at least 1 hour, even if the e-scooter has not been in use, otherwise it will lose capacity.
- Regular charging protects the battery from total discharge.
- Never heat the battery or throw it into an open fire.
- Never dispose of battery cells in household waste.
- Never get moisture on the battery contacts.
- The optimal operating temperature for the battery is between 50°F (10°C) and 85°F (30°C). Above and below this temperature, the power output will deteriorate, resulting in a reduced range.
- The e-scooter may only be charged using the charger supplied. Ensure the correct voltage supply (110 ~ 120 Vac @ 60 Hz.).
- The e-scooter must not be charged if the charging cable is damaged. Please contact customer service.
- A battery's service life and performance depends on its age, care and how often it has been used.



### **WARNING!**



- For optimum battery life, charge and store the e-scooter in a dry and clean environment, preferably at a temperature between 45 - 60°F (7 - 15°C).
- Charging the e-scooter takes up to 4.5 hours. If the charger is permanently connected to the battery and power supply, this will have a negative effect on the battery life.
- The e-scooter and the charger must not be covered during charging.
- Depending on the charge state, lithium batteries have a freezing point of approx. -4°F (-20°C) to -13°F (-25°C). If a battery cell freezes, it will be irretrievably destroyed and the whole battery will need to be replaced. A lithium ion battery loses capacity at low temperatures, just like conventional batteries.
- Compared to other battery models, lithium-ion batteries experience very little self-discharge and have a very low memory effect, but they must be charged periodically.
- Please note that an over-discharged battery will be irreparably destroyed and will have to be replaced for a fee. The battery should also never be completely discharged during operation.

 **CAUTION!** 

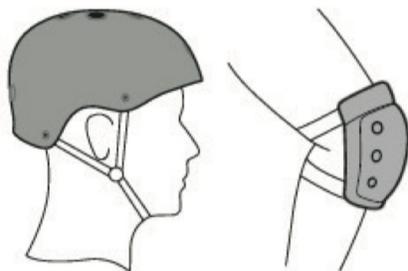
- Allow the battery to charge fully before using the e-scooter for the first time.

 **WARNING!** 

- Check your e-scooter before every ride (see the section on “storage, maintenance and cleaning”).
- Fold the side stand up before riding to avoid accidents and injuries.

**i** **NOTE!** **i**

- Wear comfortable clothing and suitable sturdy shoes while riding.
- Before riding the e-scooter for the first time, make sure you have plenty of space and ensure that there are no obstacles in the way.
- Wear a safety helmet for your own safety.

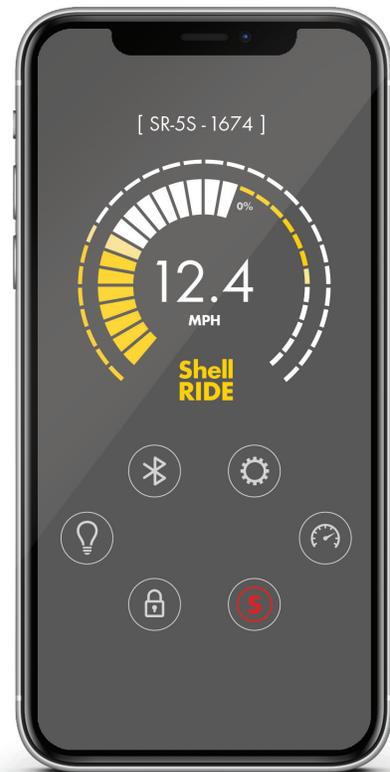
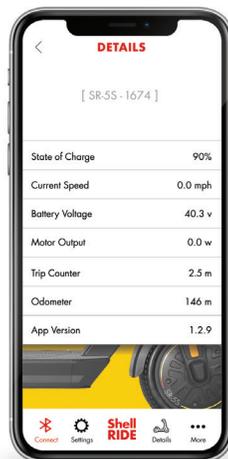
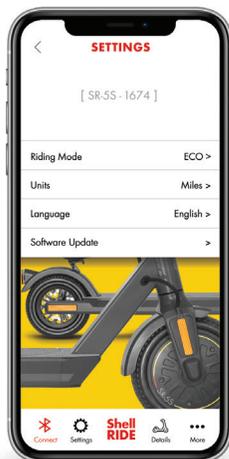
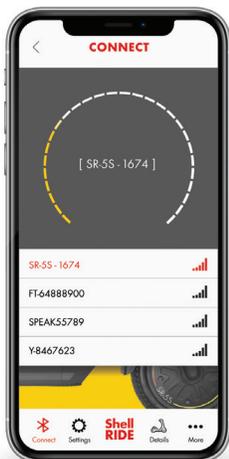


Wear a safety helmet and protectors for your own safety.

You can find the APP for the e-scooter in the Google Playstore for Android, and in the Apple Appstore for IOS. The app name is "Shell RIDE":

1. Download the APP on your mobile device.
2. Activate the Bluetooth® function on your mobile device.
3. Switch on the e-scooter.
4. Load the APP.
5. Select your e-scooter in the app. The app offers the following functions, among others:

- Selecting the speed modes
- Switching the lights on/off
- Information about distances traveled
- Firmware updates



- Turn on the e-scooter and the lights (see the section on “Display functions”).
- Hold the handlebars firmly by both handles, and place one foot on the foot board.
- Push off with the other foot to accelerate.
- For safety reasons, the motor support is only active from 1.8 mph and above.
- Use the thumb throttle to accelerate.
- To apply the brake, use:
  1. the rear disc brake (brake lever)
  2. the electric front brake (thumb brake)



## WARNING!



- Before starting your journey, make sure that the front and rear lights work!
- It is imperative that the lights are switched on in the dark or in poor visibility!

1. If cruise control mode  is switched on, drive at a constant pace for approximately 5 seconds to activate the cruise control.
2. The e-scooter will maintain its speed automatically until you apply the brake.



## **WARNING!**



- Once activated, the cruise control will maintain speed until a brake is applied.
- Be careful when approaching obstacles!

### **After you're done riding**

- Always turn the e-scooter off.
- Charge the e-scooter after every ride.
- Please note the storage instructions (see chapter on "Storage, maintenance and cleaning").

- Before each trip, please check that all screws are tightened and that the folding mechanism is engaged and locked.
- Only use a soft, damp cloth for cleaning the e-scooter. Dirt that cannot be removed this way can be removed with plastic polish. Follow the manufacturer's instructions in this respect.



### NOTE!



- Never use alcohol, benzine, acetone or other caustic and volatile chemical solvents that are corrosive to surfaces. These substances can damage the e-scooter appearance and its exterior or interior structure.
- Never clean the e-scooter with a strong stream of water or high-pressure cleaner.



### WARNING!



- Make sure that the e-scooter is switched off and the charging socket cover is closed before cleaning, otherwise you may be exposed to the risk of electric shock or damage the e-scooter.

- Store your e-scooter in a dry and cool place.
- A well-maintained battery can still provide good performance even after many miles. Charge the battery after each ride and avoid driving the battery on “empty”.
- Follow the instructions in the “Battery usage” section.



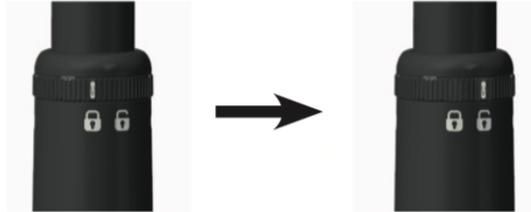
### CAUTION!



- Do not store your e-scooter outdoors. Continuously exposing the e-scooter to the sun or hot or cold conditions will accelerate surface aging and reduce the battery life.
- Don't forget to turn the e-scooter off after each ride and to charge the battery. The cells will be irreparably damaged if the battery is over-discharged. Damage resulting from incorrect use is not covered by the warranty. Removing or opening the battery is not permitted.

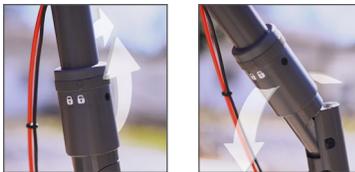
Fold the e-scooter to transport it or to save space when storing. To do so, proceed as follows:

1. Unlock the folding mechanism.



- Turn the locking ring until the marking is pointing towards the open lock symbol.
- Pull the collar up.

**i** **NOTE!** **i**



In the event the collar can't be pulled up easily, put one foot on the back part of the top deck and push the steering post slightly forward while pulling up on the unlocked collar. This should help take some of the tension off the hinge mechanism and allow the collar to be easily lifted.

2. Fold the e-scooter.



**Locking clip**



- Carefully fold the steering column backwards and fix the clip of the handlebar to the folding latch of the rear fender.

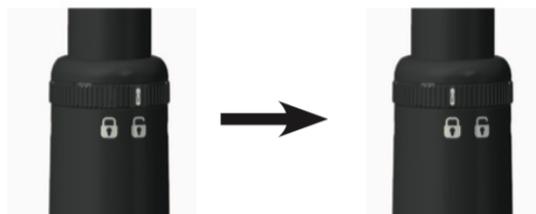
To start up the e-scooter, fold it open again:

## 1. Raise the steering column



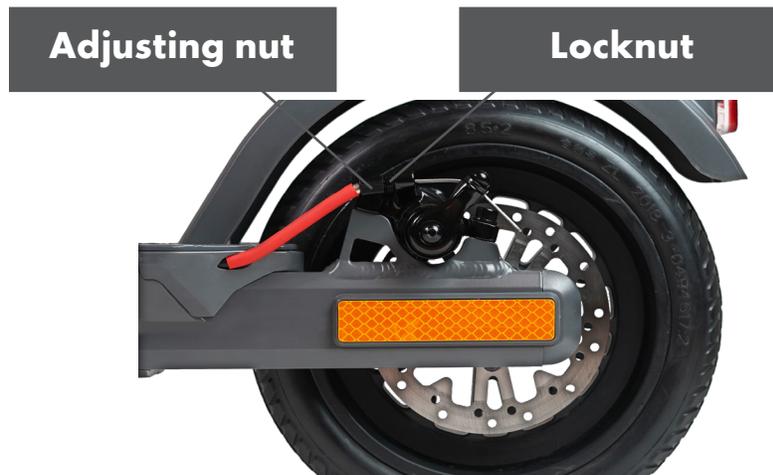
- Carefully pull the locking clip down and unhook it from the folding latch on the rear fender.
- Raise the steering column until the folding mechanism engages.

## 2. Lock the folding mechanism



- Turn the locking ring until the marking is pointing towards the closed lock symbol.

## Adjusting the brakes



**i**

**NOTE!**

**i**

- They are correctly set if the brake shoes are a max. 1 mm distance from the brake disc.
- The disc brake may squeak when in use until it is broken in. This is normal and does not affect the brake's function or performance.

Manufacturer's Limited Warranty (North America) this is the manufacturer's limited warranty ("Limited Warranty") for the SR-5S ("Product") for consumers in United States, Canada and Mexico. This Limited Warranty describes the service available to you in the event your Product requires warranty service, and you may have additional protections under your local laws. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM COUNTRY TO COUNTRY AND STATE TO STATE. Please retain this document and the original purchase receipt to preserve your warranty service

RECORD YOUR PRODUCT SERIAL NUMBER:

Record your Product's Serial Number below.

You can find the Serial Number on the exterior of the carton box or located on the bottom of the Product.

Service E-mail: [serviceNA@shellride.com](mailto:serviceNA@shellride.com)

Service Telephone Toll Free: 1-855-585-9141

Website: [www.shellride.com](http://www.shellride.com)

Product is manufactured and distributed by Lotus International Company ("Lotus"), located at 6880 Commerce Blvd, Canton, Michigan, 48187, USA

Limited Warranty Period:

Limited Warranty covers all defects in material and workmanship of the Product arising or occurring as a result of your normal and ordinary use of the Product. In the event a defect covered by this Limited Warranty occurs, Lotus will repair or replace your Product in accordance with the terms of this Limited Warranty. The applicable period for the Limited Warranty begins from 30 days following the original purchase date of the Product from Lotus or an authorized Lotus distributor or dealer.

**360 DAYS WARRANTY COVERAGE:** Vehicle body (metal parts) including main body, front fork assembly, steering post, folding mechanism, rear wheel, front motor, handle bar assembly, brake cable and charge port.

**180 DAYS WARRANTY COVERAGE:** Vehicle electrical parts including dash panel, power control module, battery pack, AC adapter, electronic throttle mechanism, electronic brake mechanism, headlight and tail light.

**90 DAYS WARRANTY COVERAGE:** Components subject to normal wear including rubber deck mat, ergonomic handlebar grips, front tire, rear tire, front fender, rear fender, front fork covers, charge port cover, reflective stickers, labels, decals, painted logos, kickstand and fasteners.

If a malfunction or defect occurs, the dealer must be informed immediately, and the problem that has occurred must be described to them in detail. If the problem cannot be solved in this way, the thoroughly cleaned product, including all accessories, must be packaged for safe transport and returned in accordance with the dealer's instructions.

The following information and documents must be included with the package:

1. Name and address (must also be on the outside of the package)
2. Item no. and serial no. (located on the side of the deck)
3. Purchase date
4. Copy of original receipt
5. Detailed description of the problem
6. In case of damage during transport:

It is strongly recommended to use the original packaging to ensure safe transport. If you do not have original packaging, please contact Shell Ride customer service and proper packaging materials will be sent to you. Shell Group and its distributors accept no liability for damage caused by improper packaging, and the warranty will become void.

Online help resources are available at: <http://www.shellride.com/service>. If you discover what you believe is a defect with your Product, please contact Shell Ride Service at 1-855-585-9141. Technical support personnel are available to assist you in diagnosing and fixing many problems you may encounter in the use of your Product. In the event we cannot help you fix the problem, you may be entitled to warranty service under this Limited Warranty. In order to submit your Product for warranty service pursuant to this Limited Warranty, you will be asked to provide (i) the proof of purchase from an authorized retailer; and (ii) the Product's serial number. Upon verification of your eligibility, you will need to provide your name, email address, mailing address and contact telephone number in order to receive a return materials authorization ("RMA") number. The Service Center must receive your defective Product within thirty (30) days from issuance of an RMA to you. You must include your defective Product within the provided or approved packaging for shipment to the Service Center. You are responsible for any damages caused by your improper packaging or shipment of the Product, or risk of loss during shipment to the Service Center. The Service Center will conduct an inspection of your Product. If it's determined that the problem is not covered under the Limited Warranty, you will be notified and informed of your service or replacement alternatives that are available to you on a fee basis, or your Product will be returned to you unrepaired. For eligible warranty claims, the Service Center will repair defective Products with new or reconditioned parts of same or similar style at no cost to you for the service. Parts replaced by will be retained by, and become the property of the Service Center. For eligible warranty claims, return shipping charges will be covered by the Service Center to you.

This Limited Warranty does not cover and excludes damage to your Product caused by abuse, misuse, neglect or commercial use. Damage caused by improper charging, storage, or operation, including, without limitation, use contrary to the owner's manual and other documentation, use other than in accordance with specified weight and age limits, use on stairs, walls and curbs, or any extreme sports or exhibition use. Damage caused by accidents, collisions, riding over obstacles, racing, fire, water submersion, high pressure water spray, freezing, earthquake, dropping, severe oxidation, or chemical solvent corrosion. Damage caused by any repair that was unauthorized by the Shell authorized distributor or Service Center. Damage caused from improper packaging or mishandling during shipment to the warranty service provider. Cosmetic defects including scratches, dents and the removal of protective coatings that are designed to diminish over time, unless such damage occurred due to a defect in materials. Damage caused by the use of the Product with, or any modification to the Product using, any third party product, component or accessory that is not sold by the Shell authorized distributor and does not arise from product-design, technology, manufacturing or quality.

Liability Disclaimer and Limitations: Shell Group and its authorized distributors do not assume, nor authorizes anyone to assume on its behalf, any other obligation or liability in connection with a Product, its component parts, accessories, service repair, or this Limited Warranty. Lotus is not responsible for any loss of use of a Product, its component parts, accessories, or for any inconvenience or other loss or damage which might be caused from any defect in a Product, its component parts, accessories, service repair, or for any other incidental or consequential damages the purchaser may have as a result of any defect in a Product, its component parts, accessories, or service repair.

THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO PRODUCT AND ITS COMPONENT PARTS, ACCESSORIES, AND SERVICE REPAIR. SHELL GROUP ITS AFFILIATED COMPANIES AND AUTHORIZED DISTRIBUTORS DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER APPLICABLE LAW. ANY SUCH IMPLIED WARRANTIES WHICH MAY BE REQUIRED BY LAW AND ARE NOT DISCLAIMED HEREBY ARE LIMITED, TO THE EXTENT ALLOWED BY LAW, TO THE APPLICABLE PERIOD OF THIS LIMITED WARRANTY, OR TO THE APPLICABLE TIME PERIOD PROVIDED BY THE APPLICABLE COUNTRY/STATE LAW, WHICHEVER PERIOD IS SHORTER. SOME COUNTRIES/STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SOME COUNTRIES/STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME PURCHASERS.

LOTUS'S TOTAL AND AGGREGATE LIABILITY FOR ALL CLAIMS, JOINT AND SEVERALLY, ARISING HEREUNDER AND ANY AND ALL APPLICABLE WARRANTIES AT LAW ARE LIMITED TO THE REPAIR OR REPLACEMENT OF ANY DEFECTIVE PRODUCT, AS DETERMINED IN LOTUS'S DISCRETION, AND ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE HEREBY EXCLUDED, UNLESS SUCH LIMITATIONS AND EXCLUSIONS ARE:

- in the event of use other than the intended use (misuse)
- in the event of improper operation, care and/or maintenance or storage (e.g., damage caused by moisture or excessive temperatures, neglected products, etc.)
- in the event of repairs, repair attempts and modifications of any kind or in the event of the use of third-party spare parts and accessories, etc., which have been carried out by anyone other than Shell Group or companies authorized by Shell Group.
- in the event of improper transport packaging and/or improper transport
- in the event of improper mechanical influences on the product or parts of the product
- in the case of any events which are not due to the processing and manufacture of the product (e.g., a fall, impact, damage due to external influences, fire, earthquake, flood damage, lightning, etc.)
- unless original proof of purchase is presented
- when used for private purposes, especially for commercial use

If Shell Group or their distribution partners incurs costs for sending back/returning a product, and neither a warranty case nor a right to return exists, these must be borne by the purchaser.

The following warranty terms are applicable to all Lotus E-Scooters ("E-scooters") sold to end users in Canada ("Customer") by Gentec International

1. This Limited Warranty is expressly limited to the following E-scooters component parts: lithium-ion battery ("Battery") stem, handlebar, headset, brakes, shifter, motor, throttle, controller, wiring harness, LCD display, (collectively, "Components").
2. This Limited Warranty does not cover:
  - (a) normal wear and tear of a Component; or
  - (b) components of the E-Scooter which are normal wear and tear parts, specifically, wheels, brake pads, cables and housing, grips, lights, or kickstand ("Excluded Parts").
3. Components are warranted against defects in material or workmanship for one (1) year ("Warranty Period"). The Warranty Period begins on the date of sale by Gentec to the Customer and ends on the earlier of:
  - (a) the end of the Warranty Period; and
  - (b) the date of sale or transfer of the E-scooter or Component to another person. This Limited Warranty is not transferable.
4. Components are not covered under this Limited Warranty for any damage or loss resulting from:
  - (a) failure to follow instructions in the E-scooter owner's manual; (b) accident, misuse, neglect, abuse or operator error;
  - (b) commercial use;
  - (c) extreme, stunt or competition riding;
  - (d) alteration, modification, or improper assembly of the Component;
  - (e) unauthorized service or installation of parts or accessories not originally intended and compatible with the E-scooter; or
  - (f) improper maintenance of the Component.
5. The Battery is not warranted against damage resulting from power surges, use of an improper charger, improper maintenance, and normal wear or water damage. For clarity, Batteries need to be maintenance-charged if the E-Scooter is not used regularly or ridden less than 10 km each time it is started. If the Battery capacity falls below 80% during the Warranty Period, it is covered by this Limited Warranty. Battery capacity at or exceeding 80% in the Warranty Period is within tolerance.
6. Damage to a Component during shipping is not covered by this Limited Warranty. Shipping damage claims are time sensitive and the Customer shall immediately inspect the E-scooter for damage immediately on receipt. Gentec will replace Components damaged during shipping, provided the Customer:

- (a) notes any immediately recognizable damage on the shipper's bill of lading prior to signing off on the delivery;
- (b) provides notice of the shipping damage claim to Gentec by email at [info@gentec-intl.com](mailto:info@gentec-intl.com) within ten (10) days of the date of sale of the E-Scooter by Gentec to the Customer, together with a legible imaged copy of the shipping receipt of the E-scooter and a legible dated image of the damaged Component; and
- (c) returns all original packaging and paperwork included with the E-scooter on delivery to the Customer to GENTEC INTERNATIONAL, Service Department, 90 Royal Crest Court, Markham, Ontario L3R 9X6, at the Customer's expense, unless Gentec agrees writing to pay such costs.

## Warranty Claims Process

7. In the event of a potential claim under this Limited Warranty, by a Customer ("Warranty Claim") the Customer must contact Gentec Technical Support by email at [info@gentec-intl.com](mailto:info@gentec-intl.com) or by phone at 905-513-7733. Gentec may require the Customer to sign, initial and return a form setting out the terms of this Limited Warranty in connection with any Warranty Claim. The signature of a parent or guardian may be required if Customer is under the age of majority.

8. If the E-Scooter which is the subject of a Warranty Claim is also subject to a credit card chargeback in any amount, this Limited Warranty shall be invalid until the credit card chargeback has been resolved.

9. Gentec Technical Support will initially work to identify potential fixes, and determine whether this Limited Warranty applies.

10. In the event Gentec determines that this Limited Warranty applies, Gentec shall, at its sole option:

- (a) repair the Component free of charge with new or refurbished parts; or
- (b) replace the Component with a new Component.

11. If Gentec determines that a Component is to be repaired or replaced, Gentec Technical Support will provide the Customer with:

- (a) the contact information for an independent service center authorized by Gentec to repair E-scooter Components ("Authorized Service Center");
- (b) instructions for returning the Component and receiving the replacement or repaired or replaced Component to Gentec; and/or
- (c) assistance in how to replace or install the new or repaired Component in the E- scooter.

12. The Customer shall be responsible for all shipping costs associated with returning a Component to Gentec or an Authorized Service Center, unless Gentec agrees writing to pay such costs. All Components replaced under warranty shall be the property of Gentec.

## Limitation of Liability

13. The Customer acknowledges and agrees that:

- (a) Gentec assumes no liability for the use and operation of the E-Scooter;
- (b) all users and operators of the E-Scooter must be properly qualified;
- (c) all users and operators of the E-Scooter must abide by all applicable provincial or other applicable law relating to its use and operation;
- (d) in the event of any health concern, the user or operator will consult a physician before using or operating the E-Scooter;
- (e) the E-Scooter must be properly maintained to ensure it is safe to use and operate, including steering, brakes, drive train, tires, throttle, and kill switch;
- (f) the E-Scooter must be inspected prior to any use to ensure it is in riding order and safe to use;
- (g) safe use and operation of the E-Scooter requires approved safety equipment including, but not limited to, helmet, goggles, leg and arm protection and gloves;
- (h) all body parts and any foreign objects must be kept clear of the E-Scooter's moving parts including, without limitation, the chain or spindle drive;
- (i) the E-Scooter is intended for use by one operator, and during daylight hours when visibility is not limited;
- (j) operating any vehicle, including E-Scooters, involves inherent risk including, but not limited to, risk of serious bodily injury, disability or death. These inherent risks may be the result of acts or omissions of the Customer or other persons, including negligent acts or omissions; and
- (i) the Customer assumes all risks of, and responsibility for, the use and operation of the E-Scooter.

## Limitation of Remedies

14. THE REMEDIES DESCRIBED ABOVE ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES AND GENTEC'S ENTIRE LIABILITY TO THE CUSTOMER FOR THE E-SCOOTERS, COMPONENTS AND EXCLUDED PARTS, AND FOR ANY BREACH OF THE LIMITED WARRANTY.

15. GENTEC SHALL NOT, IN ANY EVENT, BE LIABLE TO THE CUSTOMER FOR:

- (A) ANY AMOUNT IN EXCESS OF THE ACTUAL AMOUNT PAID BY THE CUSTOMER FOR THE E-SCOOTER;
- (B) ANY PERSONAL INJURY, PROPERTY DAMAGE, DAMAGE TO OR LOSS OF EQUIPMENT, LOST PROFITS OR REVENUE OF THE CUSTOMER OR ANY OTHER PERSON, ARISING FROM THE USE OR OPERATION OF THE E-SCOOTER; OR
- (C) ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT, AND EVEN IF GENTEC HAS BEEN ADVISED ON THE POSSIBILITY OF SUCH DAMAGES OR LOSSES.

16. TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, GENTEC DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

17. THIS LIMITED WARRANTY/LIMITATION OF LIABILITY AGREEMENT GIVES CUSTOMERS SPECIFIC LEGAL RIGHTS. IT IS NOT INTENDED TO CONFER ANY ADDITIONAL LEGAL RIGHTS, INCLUDING JURISDICTIONAL OR WARRANTY RIGHTS, OTHER THAN AS SET OUT IN THIS AGREEMENT OR AS REQUIRED BY APPLICABLE LAW. THE CUSTOMER MAY HAVE OTHER RIGHTS, WHICH VARY FROM PROVINCE TO PROVINCE. SOME PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR FOR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY.

## **Governing Law/Jurisdiction/General Terms**

18. This Limited Warranty/Limitation of Liability agreement shall be governed by and construed in accordance with the laws of the province of Ontario, excluding its conflict of laws provisions which may direct the application of another jurisdiction's laws.

19. All disputes, controversies or claims relating to the condition, operation or use of the E-Scooter sold by Gentec to the Customer, whether or not arising out of, or in connection with, this Limited Warranty/Limitation of Liability agreement, shall be finally resolved by arbitration to be held in Toronto, Ontario and conducted in English under the Arbitration Act, 1991, S.O. 1991, c. 17 ("Rules") by one (1) arbitrator who is designated in accordance with the Rules. The arbitral award shall be final and binding on Gentec and the Customer. Except to the extent entry of judgment and any subsequent enforcement may require disclosure, all matters relating to the arbitration, including the award, shall be held in confidence.

If the forgoing arbitration provision is held to be invalid or unenforceable for any reason, the Customer and Gentec irrevocably:

- (a) agree that the courts of the province of Ontario shall have exclusive jurisdiction over any disputes, controversies or claims relating to the E-Scooter sold by Gentec to the Customer, whether or not arising out of, or in connection with, this Limited Warranty; and
- (b) submit to the jurisdiction of such courts and waives any objection to proceedings in any such court on the ground of venue or on the ground that proceedings have been brought in an inconvenient forum.

20. This Limited Warranty/Limitation of Liability agreement constitutes the entire understanding of the Customer and Gentec in connection with the condition, operation and use of the E-Scooter sold by Gentec to the Customer and supersedes any other oral or written understanding, and discussions between them. There are no representations, warranties, terms, conditions, undertakings or collateral agreements, express or implied, other than as expressly set out in this agreement. No modification of, or amendment to, this agreement will be valid or binding unless in writing and signed by Gentec and the Customer. No waiver of any breach of any term or provision of this agreement will be effective or binding unless made in writing and signed by Gentec and the Customer. If a court or other lawful authority of competent jurisdiction declares any section or part of any section of this agreement to be invalid, illegal or unenforceable, that section will be enforced to the maximum extent permitted by applicable law and this agreement shall otherwise continue in full force and effect.

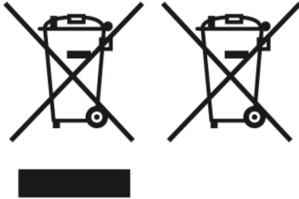
If you have any questions about the product you have purchased which cannot be answered by the seller, please contact our customer service.

Please have the following information/documentation ready:

1. Name, first name and address
2. Model number
3. Serial number
4. Date of purchase
5. Original receipt
6. Description of the problem

Customer Service: 1-855-585-9141  
serviceNA@shellride.com

Our customer service team always strives to process your request in the best possible manner and as quickly as possible.



Old vehicles may not be disposed of with household waste! If the vehicle can no longer be used, all consumers are required by law to bring old vehicles to a separate waste collection point, for example in their community or district, and must not dispose of them in the household waste. This ensures that the old vehicles are properly recycled and that negative effects on the environment are avoided. It is for this reason that electrical appliances are marked with this symbol.

Please take defective batteries or ones that are no longer usable to your local collection point. Look for the symbol on the battery.



Dispose of the packaging according to type. Dispose of paper and cardboard as waste paper, and films as recyclables.

### **Federal Communications Commission (FCC) Compliance Statement**

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
  - (2) this device must accept any interference received, including interference that may cause undesired operation.
- Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

Industry Canada (IC) Compliance Statement for Canada. This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement. CAN ICES-3 (B)/NMB-3(B)

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