

# **HS4W-E4 Recreational Vehicle**

# **Product Instructions**

**Execution Standard: GB 725Q/331004TSM · 001-2022**

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## **Preface**

Thank you for choosing the HS4W-E4 Recreational Vehicle from Veloinno Technology (Taizhou) Co., Ltd. At the same time, I sincerely welcome you to join the ranks of HS4W-E4 Recreational Vehicle. For safer and happier driving, please be familiar with the contents contained in this manual before driving. Your personal safety guarantee does not only depend on your own alertness and familiarity with the various operation techniques, but also depends on your familiarity with the mechanical performance of the vehicle. It is the most basic condition to do an inspection before driving every time, and to maintain it regularly. If regular maintenance or repair is required, remember that only the company's special maintenance department in each place knows how to deal with it and can ensure the best operating performance. If you have all kinds of mechanical technical knowledge and maintenance tools, the authorized dealers around the country can also provide spare parts catalogs and authentic spare parts to help you do all kinds of maintenance and repair work.

This instruction manual is a detailed description of the correct operation method, simple maintenance and adjustment methods, essentials, etc. of the HS4W-E4 recreational vehicle for the purpose of durable use. If the technical specifications are changed, some pictures or contents in this manual may be slightly different from the actual condition of the vehicle, please refer to the actual loading. The company reserves the right of final interpretation.

Enjoy your drive and thank you again for buying our HS4W-E4 recreational vehicle.

## **Important points to Note**

### Driver and occupant

The design of this car is limited to one driver. Do not exceed the payload specified in this manual

### Road conditions

This car is suitable for driving on the road. The vehicle can drive normally in rainy and snowy weather, but cannot ford more than 10cm in depth. When the water level reaches the central axle, it may cause water ingress or failure of the motor, battery, or other components. For your own safety, please obey the traffic laws, slow down in rainy, snowy and slippery areas, and increase the braking distance when braking to ensure safety.

Warnings about safety, etc. are pasted on the middle of the back cover of the head, the charging port, and the upper part of the air switch (can be clearly seen before or during use) For the safety of others, please do not lend your car to someone without a driver's license and inexperience to avoid unnecessary damage to your car.

Please read this instruction manual carefully

Pay special attention to any sentences or paragraphs marked with the following warning words.

**WARNING:** This means that serious personal injury or death may result if the instructions on the manual are not followed.

**Notice:** This means that if you do not follow the instructions in the manual, you may cause personal injury or damage to the machine.

This instruction manual should be treated as a permanent part of the HS4W-E4 recreational vehicle, even if the vehicle is transferred to another person, it must be handed over to the new owner with the vehicle.

## **Catalogue**

- 1. The safe driving of HS4W-E4 recreational vehicle**
- 2. The location diagram and instructions of each machine structure**
- 3. Daily inspection and adjustment**
- 4. Operation guidance**
- 5. Maintenance and repair**
- 6. Common faults and troubleshooting methods**
- 7. Vehicle storage**
- 8. Vehicle identification**
- 9. Main technical data**
- 10. After-sales service**

# 1. The Safe driving of HS4W-E4 recreational vehicle

## Safe driving rules

- 1、 Many traffic accidents happen because the driver cannot see the other driver. Therefore, the drivers should try to make themselves to be seen clearly. For example: Wear brightly colored clothing. Wear a safety helmet and, of course, you should choose the appropriate protective glasses.  
Avoid dazzling lights, blind spots at night, and driving without warning.
- 2、 Most traffic accidents occur at road junctions, inside turns, car park entrances and exits, and traffic lanes. Therefore, when driving through the above-mentioned positions, special care must be taken.
- 3、 Over speed is a major factor in many traffic accidents, please slow down.
- 4、 Many accidents are closely related to the driver's lack of driving experience. For those who have just learned to drive, please familiarize yourself with the various performances of this vehicle before driving. Never lend this car to someone who does not have a driver's license and who has no driving experience.
- 5、 Do not drive on uneven roads at high speed, because the road surface is uneven, which may cause loss of control or damage to the structure of the body
- 6、 Before driving this vehicle, please do a pre-driving inspection.
- 7、 For your own safety, please do not make and receive calls while driving  
load

### ※ warning:

**For storage facilities such as hook storage baskets, only light weight items can be placed. The weight of the placed items cannot exceed the requirements in Table 1.**

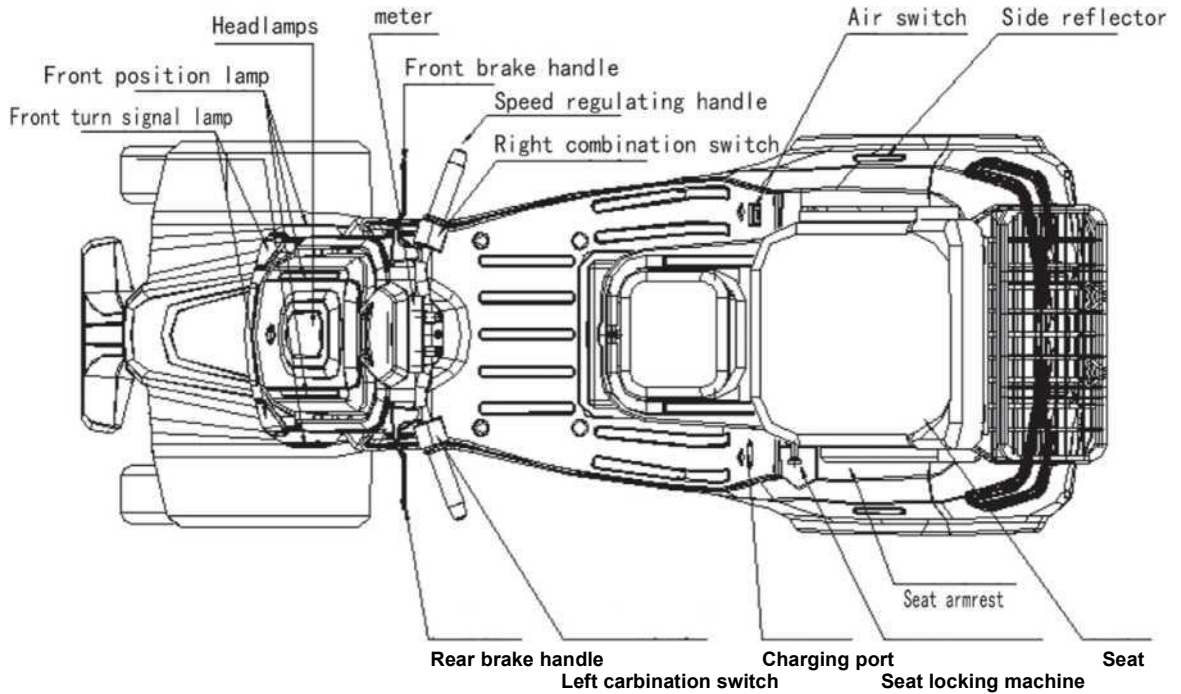
**Table 1**

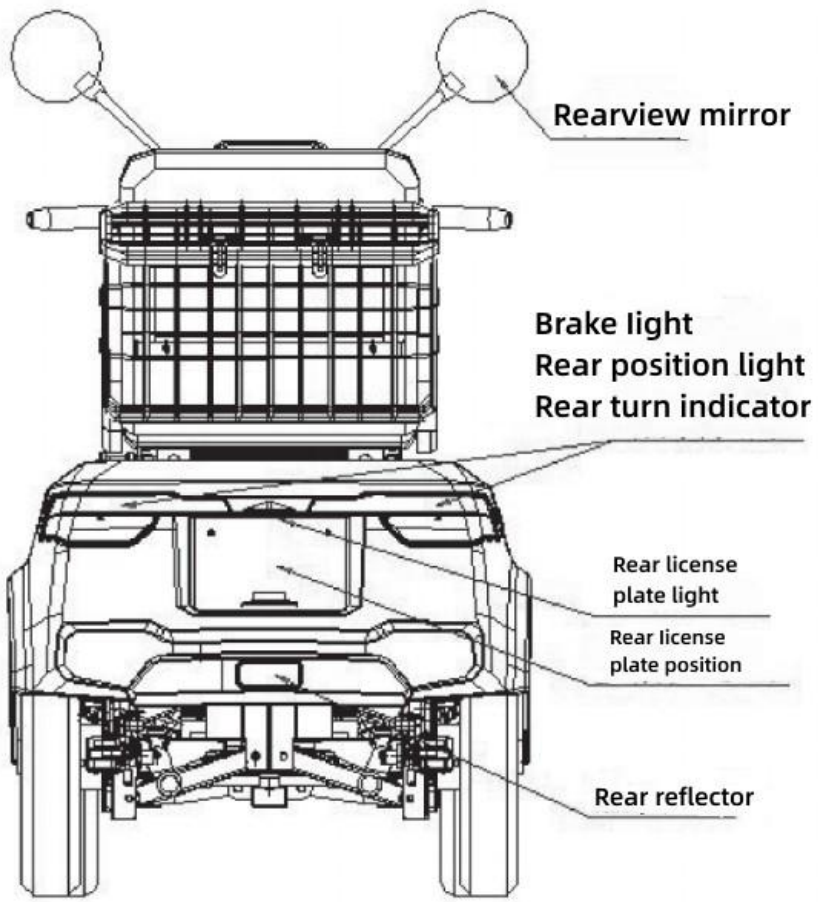
Storage method	load bearing
Storage basket	10kg
hook	3kg

**When calculating whether the vehicle's load capacity (maximum 150 kg) is overloaded, the weight of the sundries and goods carried in the vehicle, as well as the weight of the driver and the occupants themselves should be added up to calculate.**

**If the vehicle is overloaded, the stability and safe operation of the vehicle will be affected.**

## Z.Schematic diagram of the position of each part





Rearview mirror

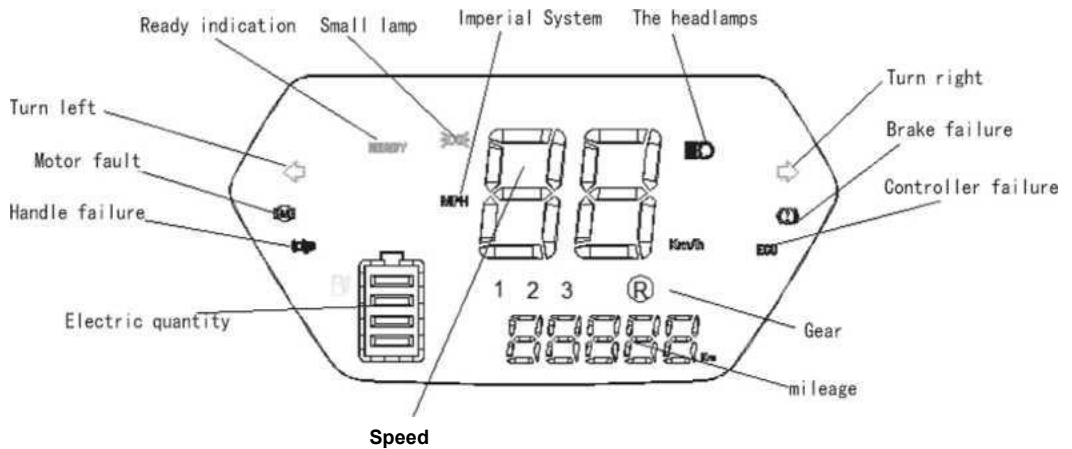
Brake light  
Rear position light  
Rear turn indicator

Rear license  
plate light












Rear license  
plate position

Rear reflector

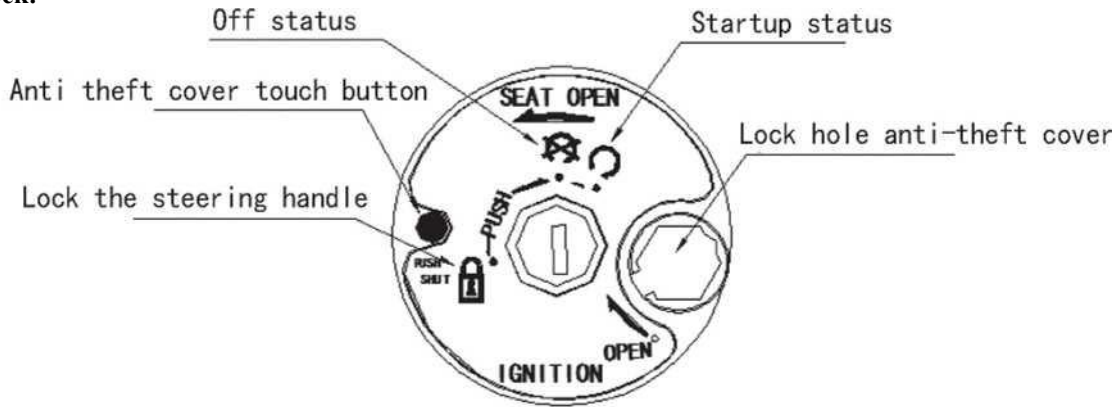
## E4 Instrument panel description



## Icon description

	Left turn indicator	The left turn signal is on
	Turn right indicator	The right turn signal is on
	High beam indicator	Headlight high beam is on
	Low power	The battery level is below 25%
	Fault display	Shows that the handlebar is faulty
	Fault display	Indicates that the motor is faulty
	Failure display	Display controller failure
	Brake indication	indicates that the vehicle is under braking
	The Electricity	Display current battery
	Speed/P gear display	Display the current speed / display P when the vehicle is not running
	total mileage	Total mileage traveled by the vehicle

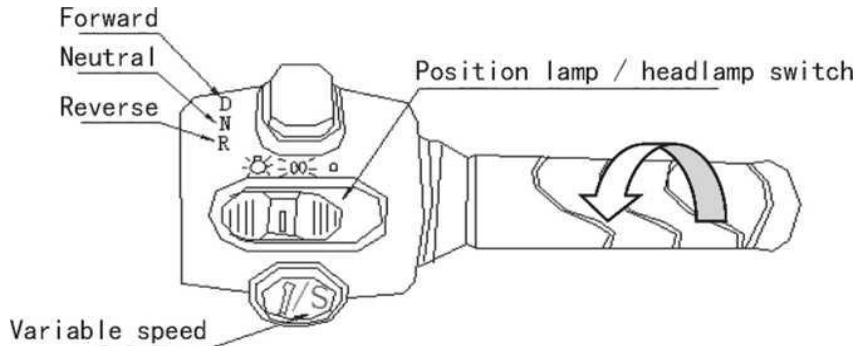
## Electric door lock:



### △ start

- ① Press the unlock button on the remote control, the unlock is successful
- ② After confirming that the unlocking is successful, insert the key and turn to the position to the right. At this time, the meter lights up and automatically enters the system detection, and the vehicle key cannot be pulled out.
- ③ After the system self-test is completed, it enters the standby state; at this time, the meter displays the word "p".
- ④ Press the "P" gear start (release) key or retract the brake handle to release the "P" gear, and the meter displays "0" at this time. After setting the forward or reverse gear, turn the accelerator knob to start the vehicle.
- ⑤ When parking, touch the lock hole of the anti-theft cover, and the anti-theft cover will automatically close. When riding again, use the key handle to match the shape of the lock hole and turn it clockwise to open the lock hole anti-theft cover

## Right combination switch with acceleration handle:



### 1. Gear switch:

Press the "D" button, that is, the meter displays 1, 2, 3, and the vehicle can drive forward; Press the "R" button, the meter will display R, and the vehicle can be reversed; Press the "N" button, that is, there is no display on the meter, and the vehicle cannot be driven at this time..

### 2. Variable speed switch:

When the gear switch is in the "D" gear position, you can click the gear switch to cycle through the "1", "2", "3" (low, medium, high speed) gears, and the meter displays "1", "2", "3" correspondingly .

### 3. Acceleration handle:

After setting the gear, turn the handlebar at this time to start the vehicle, continue to turn the handlebar to accelerate when moving forward; only drive at a constant speed of 3-5Km when reversing.

### 4. Lighting switch:

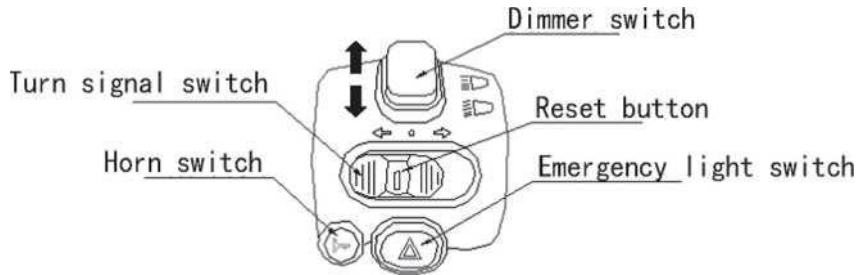
The light switch has three positions, namely "☀️"、"DCE" 和 "•"

☀️: In this position, the headlights, position lights, and taillights are on.

DCE: In this position, the position lights and taillights are on.

• : In this position, the headlights, taillights, position lights are off.

## Left combination switch:



Head lamps

### 1. headlight dimmer switch:

The forward button “↑” means high beam is always on, and the backward button “↓” means low beam is always on.

### 2. Emergency light switch:

Press button " △ " forward to turn on the emergency light, otherwise, the emergency light is turned off.

### 3. Turn light switch:

Turn the switch to the left of the “←” mark position, the left turn signal light is on; turn the switch to the right of the “→”, mark position, the right turn signal light is on.

### 4. Horn switch button:

When the switch button is pressed, the horn will sound immediately.

### 3.Daily inspection and adjustment

#### Inspection before driving:

Before starting to drive every day, you should do a routine inspection of the vehicle to ensure that the vehicle performs well and achieves the effect of safe driving.

#### brake lever

The brake lever must have proper play. Normal clearance should be 10-20mm. Clearance refers to the distance from the release of the rod to the point where the rod tight.

#### 1. Hydraulic brake system

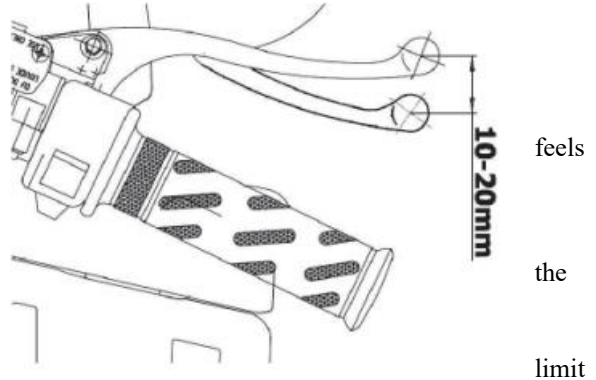
brake fluid check:

(1)Straighten the handlebars and observe brake fluid in the reservoir. It must stay between the upper and lower limit markers.

(2)When the fluid level drops to the lower position mark, check the wear of the brake pads.

(3)If the brake pad is worn and does not exceed the specified limit, it usually means that there is oil leakage, please go to the repair station for maintenance.

(4)Brake fluid model: DOT4



Note: once the brake needs to be maintained, the nearest maintenance department should be responsible for it. When replacing parts, only genuine original parts from our company can be used.

#### Tire

Tire pressure should be checked regularly and adjusted.

The tire pressure should only be checked when the tires are cool.

The tires should be checked frequently for punctures, especially if the tires have air leakage, they should be repaired immediately.

Check the tire tread for cuts, embedded nails, or other sharp objects. Check the rim for dents or deformation.

If any damage is found, it should be checked by the maintenance department

When the tire pattern wears to the tread wear mark, it should be replaced with a new tire.

**warn:**

**If the tire pressure is not up to standard, it will cause excessive wear on the wheel surface and cause a car accident. Too low tire pressure can cause the tire to spin or come off the rim. Using heavily worn tires is very dangerous, it will affect the adhesion between the tires and the road surface, causing difficulties in driving and even accidents.**

The use of very worn tires is very dangerous, which will affect the adhesion between the tire and the road surface, resulting in driving difficulties and even accidents. When the pattern depth on the central tread of the tire reaches that specified in Table 1, the new tire should be replaced.

Table 1

Minimum tread pattern depth		tire pressure
front wheel	2 mm	2.3kpa
back wheel	2 mm	2.3kpa

#### **Left and right turn signals, rear taillights**

Whether the left and right turn signals and rear tail lights are working properly, if not, they should be replaced in time.


#### **Horn**

Whether the horn beeps normally, if not, it should be adjusted or replaced in time.

#### **Handlebar**

Check whether the speed regulation of the handle is effective and uniform, and whether it can automatically return to the position..

### **4.Operation guidance**

1. **Start:** Hold the brake handle with your left hand to keep the body stable, step over from the left side of the body and sit on the seat, turn the key to the “” gear, and turn the handle slightly toward the body, not suddenly increase to the maximum

**Warning:**


When the front and rear wheels of the vehicle are on the ground, and the rider is not sitting on the seat and is not ready to ride, do not turn on the power supply or turn the handlebars to prevent the vehicle from suddenly rushing forward and causing a safety accident.


2. **Riding:** Comply with the traffic rules, the speed should be controlled within 20km/h, and the control components should be manipulated timely and accurately according to the riding environment.

Warning:



Please be sure to bring all the necessary documents in accordance with the traffic laws and regulations published by the local government before you can drive this car.

### 3.Parking:

① After the vehicle reaches the destination, turn the key counterclockwise to the “” position. The whole car will be powered off, and the key can be pulled out.

② Put the vehicle on the side, put on the parking brake, push the key inward and turn it counterclockwise to the “” state, pull out the key, at this time, the steering operation cannot be performed, and the motor and lights cannot be turned on.

#### 4.Lock the car

The car lock operation is limited to the “” and “” states of the car key. After the car is stopped, press the "lock car" button within the effective distance of the remote control, and the car is successfully locked after the turn signal lights for a few seconds.

#### Anti-theft points:

- Lock the handlebar in time, never leave the car key in the car and close the keyhole cover by touching the keyhole cover button
- Press the remote control's defense button to activate the anti-theft function
- Where possible, it is best to park in a locked garage
- Additional anti-theft devices of good quality should be used

#### Brake operation

##### (1) The speed control

When you want to reduce the speed of the electric light four-wheeled vehicle, it is very important to control the opening degree of the handlebar and cooperate with the operation of the front and rear brakes.

Special care must be taken when driving on wet or loose surfaces or in rainy conditions, whether braking, accelerating or steering

#### Simultaneous operation of front and rear brakes

Note: When driving down a very steep slope, you should first fully return the handlebars and use the brakes of the front and rear wheels to reduce the speed of the vehicle. Continuous operation of the brakes should be avoided, otherwise, the brakes will overheat and reduce the braking effectiveness of the brakes.

Warning: When driving at medium and high speed, especially when the road is slippery and curved, do not use the front or rear brakes alone, but use the front and rear brakes at the same time to avoid accidents caused by side slip.

## 5.Maintenance and repair

In order to prolong the service life of the vehicle and enable it to drive safely and comfortably, please check and maintain the vehicle regularly. When the vehicle is not used for a long time, it should also be checked regularly.

### 1. Regular maintenance and repair

The first maintenance should be carried out one month or 500km after purchasing the car, and then every six months or 3000km to the after-sales service department for a comprehensive inspection and maintenance. It can keep your car in the best state of safety to ensure the safety of drivers and vehicles.

#### **Warning:**

**Please shorten the maintenance period for frequent use at full load, heavy load, high-speed driving, bumpy roads and up and down slopes.**

**The original parts are made of better materials and have undergone rigorous verification, and the quality and life are guaranteed. Please use the original parts during maintenance to ensure that the vehicle is in the best condition, ensure driving safety, and enjoy normal warranty services.**

#### **Daily maintenance**

**If any abnormality is found in the inspection and maintenance, it needs to be cleaned, repaired or replaced in time. You can refer to the simple repair method, or send it back to the dealer for inspection and repair.**

**Warning: For the sake of safety, if the owner cannot repair or adjust it by himself, please send it back to the dealer for repair and adjustment; when overhauling and adjusting, please choose a flat road for overhauling and adjustment, and if necessary, overhaul while driving, please pay attention to traffic safety.**

### 2. Car wash

Please wash with a hose connected to tap water and a neutral detergent. Wipe the car with a soft cloth after washing the car to avoid dry rubbing which can cause scratches.

#### **warning:**

**When washing the car, turn off and remove the key before unplugging the battery**

**Do not directly flush the sides and interior of the battery box with a high-pressure water gun. Components such as the charger and controller are in the side cover above the rear wheel. Do not flush directly to avoid water damage.**

**There is AC high voltage inside the charger. If the vehicle is accidentally dumped, the charger may be soaked in water. If it is soaked in water, do not charge it directly before drying to prevent electric shock.**


**It is recommended to go to the maintenance point for overhaul, and then use it after confirming that it is normal.**

Regular maintenance and inspection items			
General safety and performance checks	The brake	Structural inspection	Wheel bearing
	The light		shock absorber
	The horn		Main parking rack
	electric device		Steering bearings
	air switch		cell
Structural inspection	tire lubricating	Important parts	main harness
			Control System

### 3. Precautions for the use of the vehicle

① When starting, the handle should be increased at an even speed, and should not be accelerated instantaneously to ensure driving safety, and at the same time, it is beneficial to protect the motor and battery.

② If you encounter an uphill section with a long distance  $> 100M$ , you should slow down or get off the car to drive, so as to avoid excessive current discharge of the battery, improve the continuation mileage and prolong the battery life.

③ After driving, please put the power on the  gear and remove the key

④ Please develop the habit of loosening the handlebar and pushing it back to the original position when braking; when the handlebar is released, if the handlebar is still in the original acceleration position, the motor will immediately get current to run, which is not conducive to safety

⑤ Please avoid direct sunlight and rain to prevent corrosion of the car body or rotating parts. When using in rainy days, the accumulated water should not be higher than the center line of the hub axle to prevent damage to the motor caused by water ingress.

⑥ Wipe the vehicle regularly, remove the surface dirt of the motor and other parts, keep it clean, and do not directly wash the electrical parts and drive parts with water

⑦ Try to avoid parking the vehicle in direct sunlight, high temperature and humid environment, and park it outdoors in rainy days. Be sure to protect the speed control handle, battery box and control box. If the above situation has occurred, please check the appearance of the vehicle, tire pressure and instrument fault display before driving, and then drive after the situation is normal.

⑧ Lubricating parts such as front fork assembly, front axle and rear axle should be lubricated regularly (butter) and maintained at least once a year

⑨ Check before driving

Before driving an electric moto three-wheeled moped, be sure to check the following. The importance of these checks must not be overlooked. Complete all of the following checks before driving.

What to check	Focus of inspection
Direction handle	1) steady 2) Flexible rotation 3) No axial play and looseness
Braking	1) Brake handle has 10-20mm free travel 2) The air pressure of the front and rear wheels is 2.3 kPa
Tyre	1) Normal air pressure 2) Proper tire tread 3) No tire cracks or cuts
Electricity	enough battery to drive the planned distance
Lights	Operates all lights: high beam, low beam, brake lights, turn signals, etc.
Horn	Check if the horn is working properly

⑩ If you want to get the best driving mileage, it is recommended to be able to do the following:

- a. In the case of ensuring safety, try to reduce the number of braking and starting.
- b. When starting, accelerate evenly. When riding, it should be controlled at a constant speed within 20km/h, and release the handle when braking.
- c. In case of uphill, muddy or headwind, please lower the gear.
- d. Do not overload.

⑪ This car has been debugged and inspected and passed the inspection before leaving the factory. It is strictly forbidden to modify it without permission. If there are major problems caused by unauthorized modification, the factory will not be responsible for it.

4. **Precautions for the use of motors and controllers**

- ① When driving on an uphill, muddy or headwind section, do not accelerate sharply to avoid the acceleration loss of the motor and battery.
- ② The vehicle is driving on uneven or steep roads, please lower the gear

- ③ Please keep the motor and the controller surface clean.
  - ④ Do not disassemble the motor and controller by yourself. If you need to repair or replace it, please go to the local dealer or designated maintenance point for repair and replacement.
5. Notes on using the charger

**Warning:**

**The battery is not a user-serviceable part. If the fault occurs, please contact the after-sales department for repair. Disassembling the battery privately may lead to battery leakage, heat, smoke, fire or explosion.**

**Using a non-original charger may cause the battery to leak, heat, smoke, fire or explode.**

- ① Please charge the battery within the ambient temperature of 0~45°C.
- ② Do not charge more than 10 hours, overcharging will shorten battery life.
- ③ Please use the special charger provided with the vehicle to charge. When charging, first insert the output plug of the charger into the charging socket of the vehicle, and then insert the input plug of the charger into the AC power supply. When unplugging the charger, first unplug the input plug, and then unplug the output Plug, and the two can not be misplaced.
- ④ When charging, it is strictly forbidden to cover other items on the charger and battery box for ventilation and heat dissipation.
- ⑤ The charger should be stored in a dry and ventilated place. When carrying it, do not bump or collide it violently, otherwise it will easily cause damage.
- ⑥ In areas where the voltage is unstable, it is recommended to use a low-power AC voltage stabilizer. Otherwise, it is easy to cause the charger to charge the battery insufficiently or the charger to malfunction.
- ⑦ Do not disassemble the charger by yourself. If you need to replace it, please go to your local dealer or designated repair station for replacement.

## 6.Common faults and troubleshooting methods

Common fault reference solutions		
fault phenomenon	Cause of issue	Elimination method
Turn on the power, the vehicle has no power output	<ol style="list-style-type: none"> <li>1.The battery plug is not plugged in properly</li> <li>2.Damaged key switch</li> <li>3.dead battery</li> <li>4.damaged battery</li> <li>5.Air switch tripped</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn off the key, replug the plug</li> <li>2. Replace the electric door lock</li> <li>3. Charge the battery</li> <li>4. Replace the battery</li> <li>5. Turn the air switch to gear ON</li> </ol>
Turn on the power, turn the speed control handle, the motor does not start	<ol style="list-style-type: none"> <li>1. Battery voltage is too low</li> <li>2. Half-grip the brake lever, causing the power-off switch to activate</li> <li>3. vehicle not started</li> <li>4. Accelerator handle not reset</li> <li>5. Instrument fault indicator flashes</li> </ol>	<ol style="list-style-type: none"> <li>1. charge the battery</li> <li>2. Do not hold the brake lever with both hands when starting</li> <li>3. See the "Startup Operation" section of the manual</li> <li>4. reset the handlebar</li> <li>5. Deal with it according to the instrument fault code prompt</li> </ol>
Slow travel or short mileage	<ol style="list-style-type: none"> <li>1.battery is low</li> <li>2.Insufficient tire pressure</li> <li>3.Frequent brake activation, overload</li> <li>4.Battery aging or normal decay</li> <li>5.The ambient temperature is too low, the battery capacity charge and discharge capacity is weakened</li> </ol>	<ol style="list-style-type: none"> <li>1. Charging or damaged charger</li> <li>2. Check tire pressure before each use</li> <li>3. Develop good driving habits</li> <li>4. Replace battery</li> <li>5. normal</li> </ol>
Battery not charging	The charger plug is in poor contact with the battery socket, and the charger is damaged	Check if the plug is loose, replace the charger
Stop while driving	dead battery	charge the battery

## **7. Vehicle storage**

Short term storage:

- 1) Please store the vehicle in a flat and stable location; please store in a well-ventilated, dry location;
- 2) Store with battery charged to 50% to ensure battery life;
- 3) Try to avoid the sun and rain of the vehicle, which can reduce the damage or aging of parts;

When vehicles with batteries installed are centrally stored in safe places such as indoors, exhibition halls, warehouses, etc., or when they are transported by freight vehicles for short distances, please turn off and remove the key, and then unplug the battery to prevent potential electrical failures

Long-term storage:

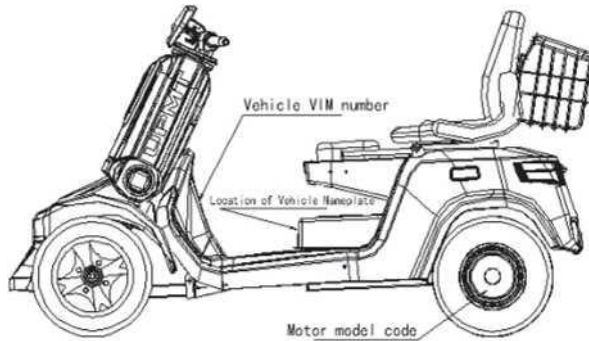
- 1) When storing for a long time, please turn off and pull out the key, then pull out the battery plug, disconnect the battery power supply circuit, and prevent the battery from being over-discharged;
- 2) For long-term storage, please carry out a complete charge-discharge cycle of the battery every two months, and store it when the battery is charged to 50% to ensure the service life of the battery;
- 3) When using it after long-term storage, please fully charge the battery;
- 4) Before driving, please check that there is no abnormality in all parts before driving on the road. If there is any abnormality, please send it back to the dealer for maintenance or repair.

### 3. Vehicle Identification HS4W-E 4

Vehicle model, number and product plate location

When registering HS4W-E4 recreational vehicle or obtaining a driving license and annual inspection, it is necessary to submit the number of the frame and motor. When repairing and replacing parts under the three guarantees, the above number should also be provided, and the above number should be provided for reference.

Product plate rivets on the right side mounting plate of the vehicle.



## 9.Main technical data

vehicle length	1920mm	vehicle width	770mm
vehicle height	1100mm	wheel base	1340mm
rear track	640mm		
main performance			
curb weight	120kg	The highest design speed of a motor vehicle	30km/h
rated voltage	60V		
Maximum load quality	100kg	braking length (Dry land)	<5m(20km/h)
Capacity	One person		
climbing capacity	20%(Load 100KG)	braking length (wetlands)	^6m(20km/h)
Standard power consumption	20W/km		
Economic range	60km(20km/h)		
frame			
Front shock absorber	Adjustable exposed spring hydraulic damping shock		
Rear shock absorber	Adjustable exposed spring hydraulic damping shock		
Front tire specifications	3.00-10		
Rear tire specifications	3.00-10		
Front brake	180mm disc brake		
Rear brake	180mm disc brake		
Minimum ground clearance	130mm		
The seat pad height	700mm		
Maximum roll angle	≤15°		
Maximum steering angle	≤42°		

## 10. After-sales service

Dear users:

Welcome to choose the HS4W-E4 recreational vehicle produced by Veloinno Technology (Taizhou) Co., Ltd.

In order to provide users with a full range of service guarantees, in accordance with the "Product Quality Law of the People's Republic of China", "The Law of the People's Republic of China on the Protection of User Rights and Interests" and its related laws, regulations and the relevant provisions of the state on the three guarantees of after-sales service, combined with the electric portable four The product features of the wheeled vehicle, the specific regulations of the after-sales service of the HS4W-E4 recreational vehicle are as follows:

### △ Kind tips

- 1) When the user receives the car, please inspect the car on the spot and check whether the car purchase invoice is complete.
- 2) After purchasing the car, the user should read the instruction manual carefully, and use it according to the correct usage method and daily maintenance items. Not to be used by persons without a driver's license, inexperienced, pregnant women, etc.
- 3) Because the product needs to use the packing box to ensure its safety during transportation, for the convenience of future after-sales service, it is recommended that the user keep the packing box (carton and wooden box) for at least 30 days from the date of receipt.
- 4) If the user needs to repair or replace the parts of the car during use, they should keep the corresponding after-sales service card after the repair or replacement.

### △ 7 days no reason to return

- 1) Within 7 days from the date of receipt of the product by the user, if there is a non-human damage performance failure, the seller can choose to return, exchange or repair the product after inspection and judgment by the seller. The authorized dealer of
- 2) Veloinno Technology (Taizhou) Co., Ltd. provides Service.
- 3) The 7-day unreasonable return does not include the following behaviors: loss of the three-guarantee certificate and invoice, man-made damage, damage to the warranty and anti-counterfeiting label, damage to the appearance of the product, missing spare parts on the vehicle, serious damage or defect to the packing box, and accumulated mileage exceeding 50 kilometers and other situations that affect the secondary sales of products.

### △ Warranty Policy

- 1) The core components of the HS4W-E4 electric light four-wheel vehicle are guaranteed

for two years or the accumulated mileage of 20,000 kilometers, whichever comes first (the core components include the motor, charger, frame), other parts warranty should be implemented in accordance with the "Parts Three Guarantees Standard".

- 2) During the warranty period, the dealers authorized by Zhejiang Tesima New Energy Technology Co., Ltd. will provide maintenance and replacement services. For maintenance beyond the "Three Guarantees" service period and scope, according to local market conditions and maintenance prices, the dealer or Zhejiang Tesima New Energy Technology Co., Ltd. will provide paid services.
- 3) If the product purchased by the user cannot be driven due to product quality problems, the dealer authorized by Zhejiang Tesima New Energy Technology Co., Ltd. will provide maintenance services.
- 4) The warranty service period of the sold products starts from the date of the delivery receipt signed by the user.

#### △ Non-warranty policy

The following situations of the sold products do not belong to the scope of warranty service, and users need to pay for maintenance and related services:

- 1) Based on the "HS4W-E4 Standard for Three Guarantees of Electric Portable Four-wheeled Vehicle Parts", those exceeding the specified service period and scope.
- 2) Product failure or damage caused by the user's failure to properly use, drive, maintain and adjust the HS4W-E4 electric light four-wheeled vehicle product instruction manual.
- 3) The damage or natural loss of the sold products due to rain, ice and snow soaking, smoking, chemicals, chemical corrosion, etc. is not covered by the warranty, and the sold products are affected by force majeure (including but not limited to earthquakes, typhoons, fires, floods, social disasters, etc.) incidents, mass incidents, violent crimes, etc.) causing malfunction or damage.
- 4) The user does not repair at the authorized service center of
- 5) Veloinno Technology (Taizhou) Co., Ltd., modifies, disassembles, repairs and destroys the normal use of the product as a whole and its parts and components.
- 6) Damage to the parts of the electric light tricycle caused by the user's use of non-original accessories or unauthorized modification of the circuit and circuit configuration
- 7) Product failure or damage caused by human factors such as collision, crash, overloading, speeding, etc.
- 8) There is no valid three-guarantee certificate, after-sales service card or purchase product invoice, certificate or the serial number on the card does not match the product.
- 9) User alters or changes the three-guarantee service date of HS4W-E4 recreational vehicle products and parts without authorization.

- 1) Damage of electric portable tricycle caused by the original parts or changing the circuit and line configuration without authorization.
- 2) Product failure or damage caused by human factors such as crash, fall, overloading and overspeed in the process of driving.
- 3) There is no valid three guarantees certificate, after-sales service card or purchase invoice, voucher or number on the card does not conform to the product.
- 4) Users shall alter or change the three guarantees of service date of HS4W-E 4 leisure vehicle products and parts without authorization.

**Note:**

**The after-sales service policy of HS4W-E4 electric four-wheel moped is formulated by Zhejiang Tesima New Energy Technology Co., Ltd. Zhejiang Tesima New Energy Technology Co., Ltd. has the final interpretation right**

## After-sales service description (attached table)

Three Guarantees Standard for Electric Leisure Four-wheeled Vehicle Parts			
Item	Type of spare parts	Quality assurance instructions	Warranty period
some parts	Frame, handlebars	Natural open welding, desoldering, fracture phenomenon	The 12-Month period (as per the national standard)
	Front wheel hub, steering column, front/rear shock absorber, rear suspension system	Quality problems caused by poor manufacturing such as natural deformation and breakage	Six months
	paint parts	Large area peeling, blistering and cracking of patent leather	Six months
	seat	Natural welding and fracture of the frame	Six months
electrical device	charger		12 Months
	controller		12 Months
	Instrument, turning handle, main cable, flasher, horn, electric door lock (including vehicle auxiliary lock and key)	Product-related performance failures or quality problems that cannot be repaired	Six months
	DC-DC changer	Product-related performance failures or quality problems that cannot be repaired	Six months
	combination switch	Product-related performance failures or quality problems that cannot be repaired	Six months
	motor	Hall device damage, phase loss, burnout, demagnetization quality problems	12-month replacement for 24-month maintenance
other	Rear view mirrors, brake shoes, disc brake discs, charging port assemblies, cables, power sockets, lamps, PP parts and other parts not included in the above item categories	wearing parts	not covered under warranty

## Maintenance record

date	fault phenomenon	Trouble causes and troubleshooting methods	service station	Maintenance staff	remarks

**Note: Note that during the maintenance and use of the vehicle, high-pressure water column or tap water shall not be used for washing, so as to avoid accidents caused by wet electrical components. The vehicle shall not be lent to persons who are unfamiliar with vehicle performance, minors, pregnant women, and disabled persons. In the event of an accident, the company is not responsible for it!**