



## **Owner's Manual**



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## Introduction

### About the manual

Customer satisfaction and safety are the primary concerns of e-ride Industries. This owner's manual is designed to get you familiar with the safe and proper use of your new e-ride vehicle. Many people read the entire owners' manual when they first receive their new vehicle. If you do this, it will help you learn about the features, controls, and safe use of your new electric vehicle.

Thank you for purchasing your zero emission, battery powered Neighborhood Electric Vehicle (NEV) from e-ride Industries. **This manual is applicable to the two e-ride Industries models: the two passenger NEV and the four passenger NEV.**



## General Specifications

### Vehicle Identification:

For both two and four passenger models, the vehicle identification number (VIN) is found on the VIN/Certification Label. This label is located on the base of the driver's seat facing the door. The VIN contains information such as the model year, type, GVWR, and tire pressure.

Please record the 17 digit vehicle identification number in the space below:

Vehicle Identification Number (VIN):

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Date Purchased: \_\_\_\_/\_\_\_\_/\_\_\_\_



### **General Specifications:**

#### **e-ride Industries 2 Passenger Utility Vehicle**

Curb weight	1,750 lbs.
GVWR	3,150 lbs
Length:	168 inches
Width	60 inches
Height:	70 inches
Pickup bed size:	72 inches X 60 inches
Main system voltage	72-volt





Batteries  
Drive Axle  
Motor  
Speed  
Tires  
Brakes  
Steering  
Frame  
Bumpers  
Suspension  
  
Controller  
Charger

8-volt lead acid – Qty 9  
Direct drive  
72-volt Advance DC  
25 mph (max)  
14” street rated  
Hydraulic front disk, hydraulic drum rear  
Rack & pinion  
Riveted aluminum chassis  
Front and rear tube bumpers  
Independent front suspension  
Leaf spring rear suspension  
72 Volt with regenerative braking  
72 Volt DC charger





Charge time	8 hours at 70% discharge
Charging energy requirements	220 volt outlet for best charge
Lights	Head lights, tail lights, turn signals, hazard lights, brake lights

**e-ride Industries 4 Passenger Transportation Vehicle**

Curb weight	1,860 lbs
GVW	3,000 lbs
Length:	162 inches
Width	60 inches
Height:	70 inches
Pickup bed size:	30 inches X 60 inches





Main system voltage	72-volt
Batteries	8-volt lead acid – Qty 9
Drive Axle	Direct drive
Motor	72-volt Advance DC
Speed	25 mph (max)
Tires	14” street rated
Brakes	Hydraulic front disk, hydraulic drum rear
Steering	Rack & pinion
Frame	Riveted aluminum chassis
Bumpers	Front and rear tube bumpers
Suspension	Independent front suspension Leaf spring rear suspension
Controller	72 Volt with regenerative braking



Charger  
Charge time  
Charging energy requirements  
Lights

72 Volt DC charger  
8 hours at 70% discharge  
220 volt for maximum charge  
Head lights, tail lights, turn signals, hazard lights,  
brake lights



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## Instrumentation

The e-ride vehicle has two main instruments that control the machine.

1. We use a SEVCON controller that has a digital display. The display screen has four major areas.



1. The top left display (under the battery picture) is the battery life gauge. If all of the bars are dark, the battery life is at 100%. If the dark bars are towards the left, the battery life is getting low.

**Note: When initially cycling the batteries, charge when batteries are only 20% discharged and gradually increase this with every use.**

2. The bottom left area of the controller is to show the hours of the machine.



3. The far right area of the controller is the section that shows certain safety faults and errors. When there is a problem or a procedure is performed out of sequence, the display to the right will give you a message explaining what is wrong. If you have any questions to what the message means or is trying to say, call e-ride Industries Customer Assistance Center at 1-800-950-4351.

2. Left of the SEVCON controller is the speedometer. This speedometer shows mph around the outer edge and km/h around the center of the gauge. Inside the digital display screen, you can see you odometer and trip meter.

**Turning Signals:**

The two small, circular, orange lights that are mounted into the dash are the lights indicating that the turning signals are in operation. They should flash brightly when signal is on. If not, be sure to replace.



**Battery Water Level Indicator:**

The battery water level indicator on the dash will remind you to check the water level in the batteries. When the indicator turns red, make sure to replenish the batteries. See the battery maintenance section of the manual to learn how to replenish the batteries.



## Lights

### HEADLAMP CONTROL

The headlamps are located in the front grill of the vehicle. All of the headlight controls are positioned towards the center of the dash. The head lamp switch also controls the tail lights, which are on the back of the vehicle above the bumper.

The head light switch is the switch furthest left of the three controller switches. To turn the lights on, simply push the switch forward, or up. To turn the lights off, push the switch back, or down.





To turn the lights on bright, use the brights switch. This switch is the middle switch on the dash. To turn the brights on, push the switch forward or up, and to turn the brights off push the switch back, or down. You can tell when the lights are on bright when the light on the middle of the switch lights up. The light should turn off when you turn the brights off.



**Always remember to turn on your headlights at dusk or dawn and during inclement weather. Failure to activate your lights under these conditions could result in a collision.**



The turning signals are the smaller lights on the front of the vehicle. The rear signals use the same lights as the rear lights and brake lights. To turn the turning signals on, move the upper lever on the steering column up or down on the left side of the steering column.





There are two small, orange bulbs in the dash that will light up when you use the turn signal. To replace these bulbs you will need to reach behind the dash and pull them out. For assistance, feel free to call e-ride Industries customer service.

**Note:** when approaching another vehicle or person, be sure to turn off the brights to avoid blinding, which may cause an accident.



## Bulb Replacement



1. Take cover off back of light  
by unscrewing the four bolts.

2. Pull the whole plug, bulb,  
and wire out of the back  
of the light.



3. Pull the bulb out of the plug and replace. Put back together the same way.

### **Replacing Rear Taillight Bulbs.**



1. Pop the light through through the panel.



2. Turn the connector counter-clockwise to unhook.



3. Twist the bulb to disconnect.

4. To put back together, go through steps 1-3 in reverse order.



## Driver Controls

### Windshield Wipers

The front windshield wipers are controlled by the switch to the far right of the three controller switches on the middle of the dash.

Push the switch up to turn the wipers on and push it down to turn the wipers off.





### **Checking the windshield wipers:**

If the wiper operation results in streaky or obstructed vision, clean the blade with mild soap and water to remove any foreign material, grease or dirt. If the wiper operation still results in poor visibility, inspect the blade, the insert, and the arm.

- Make sure that the blade and arm are not bent or dented.
- Make sure that the blade is still pliable and not stiff or cracked.
- If there are any defects, be sure to replace the blades to insure safety.



### **Accessory Power Outlets:**

The lighter and accessory power outlet is located directly under the light and windshield wiper control switches. The outlet is operational at all times. For safety purposes there is a rubber plug attached to the outlet.

**Note: The accessory outlet should not be used during the charging process.**





### **External Rear-View Mirrors**

The external rear-view mirrors are adjusted manually. There are mirrors positioned on both the right and left side of the vehicle. Your view should be adjusted so that the vehicle's rear tires are just visible in the bottom inside corner of the mirror. This will minimize any "blind spot" in your field of view.



Always check to see if it is clear behind you before changing lanes or backing up to avoid any collisions or accidents.



## Seats and Restraint Systems

### Front Seat



Do not attempt to adjust the driver seat while the vehicle is in motion.

The driver's and passengers seats are on tracks that can be adjusted forward and back. To move the seat, slide the lever under the front of the seat to the side and slide the seat to the position you desire. Releasing the lever will lock the seat in place.





**Caution:** Always make sure that the seats are locked in place before operating the vehicle.

Note: Rear seats (if equipped) are not adjustable.

**Safety Restraints:**

Research has proven that seat belts save lives. Wearing your seat belt properly can reduce the seriousness of injuries in a vehicle accident. Some of the most serious injuries happen when people are thrown from the vehicle. Seat belts help provide protection from that.



It is extremely dangerous to ride in a cargo area of the vehicle. In a collision, people riding in these areas are more likely to be seriously injured or killed. Do not allow people to ride in any area of your vehicle that is not equipped with seats and seat belts.



**Caution:** Never let a passenger hold a child on his or her lap while the vehicle is in motion. The passenger cannot protect the child from injury in a collision.



**Caution:**

- All occupants of the vehicle, including the driver, should always properly wear their safety belts.
- To reduce the risk of injury, make sure children sit where they can be properly restrained.
- Lap belts should fit snugly and as low as possible around the hips, not across the waist.



- Two people should never be belted into a single seat belt. People belted together can crush one another in an accident, causing injury. Never use a lap belt for more than one person.

**Safety belt maintenance:**

Periodically check all your belts, buckles, latch plates, retractors and anchorages to ensure they are working properly. Look for any other loose or damaged safety belt system parts. If you see anything that might keep a safety belt system from working properly, have it repaired.



All seat belt system parts should be inspected after any collision. All safety belt assemblies used in vehicles involved in a collision should be replaced. However, if the incident was minor and a qualified service technician finds that the belts do not show damage and continue to operate properly, they do not need to be replaced. Safety belt assemblies not used during a collision should also be inspected and replaced if damaged or improper operation is found.

Caution: Failure to inspect and if necessary replace the safety belt assembly following a collision could result in severe personal injuries in the event of another collision.

### **Child restraints**



You are required by law to use safety restraints for children in the United States. If small children ride in your vehicle (generally children who are four years old



or younger and weigh 40 lbs (18 kg) or less), you must put them in safety seats made especially for children. Check your local state laws for specific requirements regarding the safe transportation of children in your vehicle.



**Caution:** Always follow the instructions and warnings that come with any infant or child restraint you might use.



## Operating the Vehicle

### Basic operations:

1. Make sure the main power switch is on.
2. Turn the keyswitch on.
3. Pull the parking break all the way up to disable.
4. Push the directional switch to either forward or reverse.
5. Lightly push down the gas pedal with your foot.



When driving the vehicle, be careful not to take corners too fast because the vehicle may flip.



### **Transporting your vehicle:**

The best way to transport your vehicle is in an inclosed trailer. If you have to use an open trailer, be sure to do the following:

1. Only load the vehicle facing forward.
2. Pull the vehicle 55mph or less.
3. Tie down the frame using an X pattern.
4. Be sure to tie down any loose objects.



**Caution: Towing the vehicle is not recommended. e-ride Industries will void all warranties if vehicles are towed. Transporting on a trailer or flat bed is the best option. Be sure to follow the directions on transporting your vehicle in the manual.**



## **Charging:**

### **Safety Information:**

This manual contains important safety and operating instructions for your battery charger.

Before using a battery charger, read all of the instructions and cautionary markings on battery charger, battery, and product using battery.





**Caution:** To reduce the risk of injury, charge only liquid electrolyte (wet) lead acid rechargeable batteries. Other types of batteries may burst causing personal injury and damage.

Do not expose the charger to rain or snow.

Use of an attachment not recommended or sold by the battery charger manufacturer may result in a risk of fire, electrical shock, or injury to persons.

To reduce risk of damage to the electric plug and cord, pull the plug rather than the cord when disconnecting charger.



Make sure the cord is located so that it will not be stepped on, tripped over, or otherwise subjected to damage or stress.

An extension cord should not be used unless absolutely necessary. Use of improper extension cord could result in a risk of fire and electric shock. If an extension cord must be used, make sure that:

- a. Pins on the plug of extension cord are the same number, size, and shape as those of the plug on the charger.
- b. Extension cord is properly wired and in good electrical condition.
- c. Wire size is large enough for the AC ampere rating of charger.

Do not operate the charger with a damaged cord or plug; replace it immediately.



Do not operate the charger if it has received a sharp blow, been dropped, or otherwise damaged in any way; take to a qualified service center.

Do not disassemble the charger; take it to a qualified service center when service or repair is required. Incorrect reassembly may result in a risk of electrical shock or fire.

To reduce the risk of electric shock, unplug the charger from a live outlet or disconnect AC power to the outlet before attempting any maintenance or cleaning. Turning off controls will not reduce the risk of electric shock.



### **Introduction:**

This battery charger is a self-regulating charger with a minimum of moving parts, designed for long, trouble free service. Built-in line voltage compensation produces a consistent output when the AC supply voltage varies by as much as 10% from nominal. The charger utilizes convection cooling which maximizes the reliability and minimizes any maintenance costs. Charge only flooded, liquid electrolyte (wet) lead acid batteries with this charger. To ensure superior battery performance and life, a patented electronic circuit turns the charger on and off automatically when the battery has reached its maximum state of charge.

### **Receiving and installing the charger**

When the charger is received, portable chargers should be checked for possible in-transit damage. If any damage is found, it should be reported to the dealer/manufacturer.



Proper installation of the charger is important in order to achieve good charger performance and to prevent damage to the charger and batteries. The charger should be located in a clean, cool, dry, and well ventilated area. To permit free air flow for convection cooling, allow three inches (3”) minimum between the charger and any wall and six inches (6”) between the charger and other equipment. Position the charger on a foundation of stone, brick, concrete or grounded metal.

**DANGER:** to reduce the risk of fire, do not use the charger near flammable materials or vapors.



### **AC input and grounding:**

This battery charger must be grounded to reduce the risk of electric shock. This charger is equipped with an electric cord having an equipment-grounding conductor with insulation as an outer surface that is green, with or without yellow stripe(s). If repair or replacement of the electric cord or plug is necessary, do not connect the equipment-grounding connector to a live terminal.

**WARNING:** Improper connection of the equipment-grounding conductor can result in a risk of electric shock.



### **Extension cord requirements:**

If an extension cord is absolutely necessary, always use a three-conductor, No. 12 AWG heavy duty cord with ground, properly wired, in good electrical condition, and keep it as short as possible. Make sure the pins on the plug of the extension cord are the same number, size, and shape as the AC plug of the battery charger. The use of an improper extension cord could result in a risk of fire or electrical shock. Locate all cords so they will not be stepped on, tripped over or otherwise subjected to damage or stress.

### **Operating instructions:**



Connect the AC supply cord to a properly grounded single phase outlet of the proper voltage and frequency as specified on the charger.

Connect the DC output plug, if not already connected, by grasping the plug body and pushing it straight into the receptacle until it is fully engaged.

The charger will start after a short delay as indicated by the transformer hum and the ammeter movement.

**WARNING:** Lead acid batteries generate gases which can be explosive. Charge only in well ventilated areas. Do not disconnect charger DC output terminals from battery when charger is on. The resulting arcing and burning will damage the connectors and could



cause the battery to explode. Keep sparks, flame, and smoking materials away from battery.

If the charger must be stopped, always disconnect the input supply cord from its outlet to terminate the charge.

Monitor the ammeter for correct charge rate. Normal charging at the finish charge rate for the last three to five (3-5) hours is important to achieve equalization of all battery cells every time the batteries are charged. New batteries or batteries charged in cold temperatures (below 50 degrees F) will require more time to achieve full charge.

Charger turns off automatically when battery is fully charged. Charge time varies with battery size and depth of discharge. Allow 8 hours for normal charging. Severely



discharged batteries may require up to 12 hours to be properly charged and equalized. After the charger has turned off, disconnect the AC supply cord from the outlet, then disconnect the DC output plug from the battery on portable chargers only.



**CAUTION:** Do not leave charger connected while unattended for more than two consecutive days. Severe overcharging and possible damage to batteries will result if charger should fail to turn off.



**Maintenance instructions:**

The battery charger requires minimal maintenance. It should be kept clean and all connections are to be tightly secured. In the event of intermittent operation, examine and tighten, if necessary, all connections. **BE SURE THE CHARGER CHASSIS IS SECURELY GROUNDED.** If any problems cannot be resolved, consult a qualified service center.

Observe the following battery cycle maintenance procedures to obtain good performance and maximum cycle life:

1. Always observe the following personal safety precautions when working with lead acid batteries:
  - a. Someone should be within range of your voice or close enough to come to your aid when you work near a battery.



- b. Have plenty of fresh water and soap nearby in case battery acid contacts skin, clothing, or eyes
- c. Wear complete eye protection and clothing protection. Avoid touching eyes while working near battery.
- d. To avoid sparks when removing a battery, turn off all lights and accessories.
- e. Connect positive (+) cable to positive terminal, connect negative (-) cable to negative terminal. Reversing polarity can be very dangerous.
- f. If battery acid contacts skin or clothing, wash immediately with soap and water. If acid enters eye, immediately flood eye with running cold water for at least 10 minutes and get medical attention.
- g. Never smoke or allow a spark or flame in the vicinity of batteries



- h. Be extra cautious to reduce risk of dropping a metal tool onto battery. It might spark or short-circuit battery or other electrical part that may cause explosion.
- i. Remove personal metal items such as rings, bracelets, necklaces, and watches when working with a lead acid battery. A lead acid battery can produce a short-circuit current high enough to weld a ring or the like to metal, causing a severe burn.
- j. Never charge a frozen battery

**DANGER:** To reduce risk of electric shock, always disconnect the AC supply cord from its outlet and the DC output cord from the battery before attempting any maintenance (changing fuses, etc.) or cleaning of the battery charger.



2. New batteries should be given a full charge before their first use because it is difficult to know how long batteries have been stored.
3. Limit use of new batteries for first five cycles. New batteries are not capable of their rated output until they have been discharged a number of times.
4. Do not excessively discharge batteries. Excessive discharge can cause polarity reversal of individual cells resulting in complete failure shortly thereafter. Limited use of new batteries will minimize the chance of cell reversal.
5. Check the level of the electrolyte in conventional liquid lead acid batteries monthly. Maintain the proper electrolyte level by adding distilled or purified water when necessary. Electrolyte levels lower during discharge and rise during charge. **Therefore, it is mandatory that water be added to cells ONLY when they are fully charged; do not overfill.** Older batteries require more frequent additions of water than new batteries.



6. Keep tops of batteries clean and dry to prevent excessive self-discharge. Keep battery terminals reasonably tight.

### **Battery Break-In**

It is important to prepare batteries. It cannot be expected that batteries will achieve maximum performance. To optimize the performance of deep cycle batteries:

1. **Always! Always charge the batteries before their first use. Do not drive the vehicle; the charge that comes on the battery is only a surface charge.**
2. Start early in cycling the batteries. It takes 30-50 cycles to maximize range.



## Maintenance

### BATTERIES

The Vehicle is equipped with nine 8-volt batteries. They are located down the center of the vehicle under the battery cover. To keep the batteries working well, follow the maintenance schedule below:



- 1. Flooded batteries must be refilled with distilled or demineralized water to avoid internal damage.**
2. Keep the top of the batteries clean and dry to insure longer lasting, trouble-free operations. Also, make certain the battery cables are always tightly fastened to



the battery terminals. Make sure the cables are tight to the terminals but be careful not to over tighten.

3. If you see any corrosion present on the batteries or terminals, you should clean them up by pushing back the rubber boots and brushing them off with a wire brush. You can neutralize the acid with a solution of baking soda and water.
4. Any worn insulation or frayed wires should be replaced immediately.
5. Do not lift a battery by the terminal posts, or internal damage may result.
6. Keep batteries out of reach of children. Batteries contain sulfuric acid. Avoid contact with skin, eyes or clothing. Shield your eyes when working near the battery to protect against possible splashing of acid solution. If acid comes in contact with eyes or skin, flush immediately with water for a minimum of 15 minutes. If acid is swallowed, call a physician immediately.



- 7. NOTE: For normal overnight charging use only 230 volt AC input.** Limit use of 115 volt AC input to emergency situations and occasional charging when vehicle is not in use and 230 volt input is not available. Continual use of 115volt input will lead to undercharging of the batteries, reducing performance and battery life.



**If you allow vehicle to sit in conditions of -6 degrees C (20 degrees F) or less with a state of charge of 20% or less, the battery could freeze. If the batteries happen to freeze, it may cause damage to the batteries and permanently reduce their capacity. If in cold conditions, place the vehicle in an area greater than 0**



**degrees C and allow it to warm up before charging. Never charge the vehicle if the batteries may be frozen.**



**Do not park the vehicle and leave the vehicle with discharged batteries. The batteries could discharge to the point where damage could occur and the battery charger will not charge. If this happens you will have to contact e-ride Industries.**

**Batteries normally produce explosive gases which can cause personal injury. Therefore, do not allow flames, sparks or lighted substances to come near the battery. When working near the battery, always shield your face and protect your eyes. Always provide ventilation.**



**Do not leave charger connected while unattended for more than two consecutive days. Severe overcharging and possible damage to batteries will result if charger should fail to turn off.**

Always dispose of batteries in a responsible manner. Follow your local authorized standards for disposal. Call your local center to find out more about recycling batteries.



Follow your local authorized recycling

### **Flooded Type Batteries**

Your vehicle is equipped with flooded batteries. The battery cells need to be checked and filled as needed. The battery water level indicator on the dash will remind you to check



the water level in the batteries. When the indicator turns red, make sure to replenish the batteries. Perform this in a well-ventilated area that is dry and well lit.  
To check the water level in your batteries:

1. Remove battery cover, and cap in the center of the vehicle.
2. Inspect the fluid level on each battery.
3. Connect the water filling tank to the hose connector and raise the water container up high to let gravity fill the hoses. You can tell when the batteries are full when the red spinner in hose stops spinning.
4. Cover the batteries back up and you should be back on the road.



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**This vehicle contains a high voltage electrical system. If this vehicle is not used properly, or serviced as stated in this manual, serious injury or death may result. Read this manual prior to charging or servicing this vehicle. DO NOT use jumper cables to the batteries on this vehicle. Only charge this vehicle with the appropriate battery charger.**

**When battery is new, make sure to charge the battery before first use. The battery has to be cycled; it takes 30-50 cycles to maximize the range. Break in the batteries slowly. Start by using only 10-20 percent of the life and then add 10-20% on to each cycle. Batteries are like athletes, they need to be exercised but it is not good to overdo it initially.**



## **Brake Fluid**

The fluid level on your brake system is a crucial safety component. You should check it periodically on the side of the reservoir. The brake level should be near the full mark and if it isn't, fluid should be added. After filling, reinstall the cap and wipe off any excess brake fluid.

When you are adding brake fluid to the reservoir, be careful not to spill any fluid onto the vehicle. If this happens make sure to wash it off immediately with soap and water to avoid cracking, discoloration, or other damage.



NOTE: The vehicle is equipped with a four-wheel hydraulic braking system, only use standard Dot 3 brake fluid from an unopened container.

## **Tires**

### **Tire Rotation:**

Because your vehicle's tires perform different jobs, they often times wear differently. To make sure the tires wear evenly and last longer, rotate them on a regular basis. If you notice that the tires are still wearing unevenly, have them checked.



### **Tire Pressure:**

- Use an accurate tire pressure gauge.
- Check the tire pressure when tires are cold, after the vehicle has been parked for over an hour or has been driven more than 3 miles.
- Adjust the tire pressure according to the recommended specifications listed on the sidewall of the tires.



Under-inflation increases tire flexing and can result in tire failure. Over-inflation causes a tire to be too stiff. Objects on the ground could puncture the tire more easily and tire failure could occur. Unequal tire pressure can cause steering problem and could also cause you to lose control.



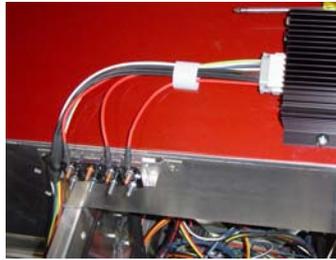
Replace the tire when the wear band is visible through the tire treads. Tires smaller or larger than the original 26 inches may affect the accuracy of your speedometer.

## Fuses

There are three areas on the e-ride vehicle where you can find fuses:



1. The main fuse for the 72 volt system which has 325 amps is located in the back of the machine on the left side wall.
2. This fuse is for the front controls of the vehicle (key switch, converter etc). It is a 30 amp fuse and is located just in front of the main fuse. It has a white casing.



3. These fuses are located under the front hood on the middle of the firewall. They power the 12 volt system that is behind the firewall.



### **Key Replacement**

For security purposes, local key duplicators do not have the blanks or the codes to make you keys. To obtain an extra or replacement key for your vehicle please call the e-ride Industries Customer Assistance Center at 1-800-950-4351.

### **Care and Cleaning**

To clean the vehicle, you can use any mild cleaning soap or cleaner and soft towel to clean the whole vehicle (seats, glass, dash etc.).



**Caution: Do not rinse the interior of your vehicle. Direct water on the Charger Plug, Windshield, Dash Panel or Instrument Panel, could damage the electrical system. Also, make sure to use a soft, clean towel to avoid surface scratches and water spotting.**



### VEHICLE MAINTENANCE SCHEDULE

<b>TASK</b>	<b>MONTHLY</b>
1. Check all nine batteries for proper water level	X
2. Check tires for correct PSI and wear	X
3. Check for correct operation of parking brake	X
4. Check brake fluid for proper fluid levels	X
5. Check brake lines for leaks	X
6. Check headlights, blinkers, brake lights, wipers.	X
7. Check seat belts for proper operation	X
8. Check battery terminals for tight connections	X



## **Customer Assistance Information**

Customer satisfaction is e-ride Industries primary goal. If you have any questions or concerns with you e-ride vehicle, please contact the e-ride Industries Customer Assistance Center.

By Mail:                    e-ride Industries  
Customer Assistance Center  
3171 92<sup>nd</sup> Avenue  
Princeton, MN 55371

By Phone:                1-800-950-4351



Customer Assistance Center hours: Monday through Friday CST, 8am to 5pm

By e-mail [customer.assistance@e-ride.com](mailto:customer.assistance@e-ride.com)

When contacting the Customer Assistance Center, please have the following information available:

- ✓ The vehicle identification number (VIN).
- ✓ The year and model of your vehicle.
- ✓ The date you purchased the vehicle.
- ✓ The current odometer reading.
- ✓ The name of the dealer the vehicle was purchased from.



## **Warranty Information**

### **12 Month Limited Warranty**

e-ride Industries warrants to the original retail purchaser of record that the e-ride vehicle purchased from the manufacturer, distributor or authorized dealer, is free from defects in materials and workmanship subject to the terms and provisions contained herein. This warranty gives you specific legal rights. You may have other rights that vary state to state.

e-ride Industries and your distributor/dealer are not responsible for any time that you lose, for any inconvenience you might be caused, for the loss of transportation, or for any other incidental or consequential damages you may have.



Any implied warranty of merchantability (that the vehicle is reasonably fit for the general purpose for which it was sold) or fitness for a particular purpose (that the vehicle is suitable for your special purposes) shall be void and excluded subsequent to one (1) year from the date you take delivery of your new e-ride vehicle or the day it is first put into service (example: dealer demonstrator), whichever occurs first. The repair or replacement of the e-ride vehicle or defective component thereof is the exclusive remedy under this written warranty or any implied warranty. e-ride Industries makes no other representation or warranty of any kind, and no representative, employee, distributor, or authorized dealer has the ability to make or imply and representation, promise, or agreement which in any way varies the terms of this limited warranty.



### **What is covered?**

Bumper-to-bumper coverage: The 12 Month Limited Warranty begins the date you take delivery or the day the vehicle was first put into service and lasts for a period of 12 months, regardless of miles driven. During this coverage period, authorized e-ride dealers or repair centers will repair, replace, or adjust all parts of your vehicle that are defective in factory-supplied materials or workmanship.

Authorized service centers will only use e-ride parts or other parts that are authorized by the company.

### **Battery Coverage:**

Batteries are warranted through their respective manufacturers.



### **Safety Restraint Coverage**

Under your limited warranty, Safety Restraint Coverage begins at the warranty start date and lasts for five years regardless of miles driven. During this period, e-ride warrants your vehicle's safety belts against defects in factory-supplied materials or workmanship.

### **What is not covered:**

This warranty shall not apply to damage or repair costs caused by:

- ➔ Accidents, collision, or objects striking the vehicle
- ➔ Damage cause by failure to operate, maintain or improperly maintain, and service the vehicle as specified in the applicable sections of the owners manual
- ➔ Theft, vandalism, riot, or terrorist acts
- ➔ Abuse and misuse of the vehicle, such as overloading, racing, or driving off road
- ➔ Modifying or altering any component of the vehicle.



- ➔ Tampering with the vehicle
- ➔ Using improper or contaminated fluids
- ➔ Driving through water deep enough to cause damage to the electrical system
- ➔ Damage caused by use and/or the environment, such as: fading, deterioration or weathering of seats, floor mats, composite parts or paint caused by ordinary wear and tear of exposure

**Maintenance and normal wear:**

The 12 month limited warranty does not cover parts and labor to maintain your e-ride vehicle or the replacement of parts due to normal wear and tear. Normal tire wear is not covered by this limited warranty. Damage to tires caused by road hazards are not covered by this limited warranty. Any damage caused by a puncture is not covered under this limited warranty.



**Note:** This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

**Questions?**

For warranty questions, please contact our Customer Assistance Center. Please have the following information available:

- ✓ The vehicle identification number (VIN).
- ✓ The year and model of your vehicle.
- ✓ The date you purchased the vehicle.
- ✓ The current odometer reading.
- ✓ The name of the dealer the vehicle was purchased from.



By Mail: e-ride Industries  
Customer Assistance Center  
3171 92<sup>nd</sup> Avenue  
Princeton, MN 55371

By Phone: 1-800-950-4351  
Customer Assistance Center hours: Monday through Friday CST, 8am to 5pm

By e-mail [customer.assistance@e-ride.com](mailto:customer.assistance@e-ride.com)



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