

The Fine Print

LIMITED WARRANTY

UBCO warrants to the original purchaser that the Products shall be free, under normal use and maintenance, from any defects in material or workmanship for the warranty periods set out on our website (www.ubco.com/) subject to the qualifications, exclusions, conditions, and limitations set out in this warranty statement. Where warranty conditions are met, defective Products or parts will be repaired or replaced (repair or replacement is at UBCO Limited's discretion).

Consumer Law

New Zealand: The Consumer Guarantees Act 1993 may apply to the transaction covered by this warranty. In the event that the Act applies, this warranty is to be considered as an express guarantee for the purposes of the Act. Where the terms of the warranty and the provisions of the Act conflict, the provisions of the Act will prevail.

The general exclusion, Limitations and Specific Category exclusions that are contained in this warranty do not in any way restrict or limit any liability that UBCO Limited may have under the Act. However, this warranty and any resultant express guarantee will be subject to the qualifications and limitations of the Act.

This warranty in no way limits or affects UBCO Limited's obligations to comply with section 6, 9 or 12 the Act.

Australia: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In the event that the Competition and Consumer Act 2010 applies, this warranty is to be considered as an express guarantee for the purposes of the Act. Where the terms of the warranty and the provisions of the Act conflict, the provisions of the Act will prevail.

United States: All other conditions or warranties, which might otherwise be implied by statute or common law, are expressly excluded to the maximum extent permitted by law.

European Union: Our goods come with guarantees that cannot be excluded under each national legal act (of each member state) which implements the guarantees specified in the Consumer Rights Directive 2011/83/EU. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Please also be aware that your rights in terms of goods guarantees are limited to only those specified in the above-mentioned national legal act and nothing else is contractually implied.

The expiration term of these rights shall coincide with the term specified in each national legal act (of each member state). Where the terms of the warranty and the provisions of the national legal act conflict, the provisions of the national legal act will prevail.

United Kingdom: Our goods come with guarantees that cannot be excluded under the Consumer Rights Act 2015. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Please also be aware that your rights in terms of goods guarantees are limited to only those specified in the above-mentioned national legal act and nothing else is contractually implied.

For goods purchased in England or Wales, these rights expire six years from delivery of the goods and for goods purchased in Scotland, these rights expire five years from delivery of the goods. Where the terms of the warranty and the provisions of the Act conflict, the provisions of the Act will prevail.

Maximum Liability

To the maximum extent permitted by law, UBCO's maximum liability in contract, tort, equity, statute, regulation or otherwise for any loss, damage, or injury directly or indirectly resulting from any defect in, or non-compliance of, or use of, the Product will not in aggregate exceed the price (excluding GST) for the Product that caused the loss, damage or injury.

VEHICLE COMPLIANCE

The UBCO 2X2 is a type rated vehicle designed for one rider only. It complies with the following country vehicle regulations:

- **Australia:** LA Class (Moped). This vehicle was manufactured to comply with the Australian Motor Vehicle Safety Standards Act 1989.
- **New Zealand:** LA Class (Moped). This vehicle was manufactured to comply with the Australian Motor Vehicle Safety Standards Act 1989, which is accepted in New Zealand.
- **United States:** This vehicle conforms to all applicable Federal Motor Vehicle Safety Standards (FMVSS) in effect on the date of manufacture. This is classified as a 'Motorcycle' with a 'Motor Driven Cycle' exception being under 5 BHP and having a maximum obtainable speed of 30mph.
- **UK/Europe:** L1e-B vehicle class. The vehicle was designed and manufactured to comply with the directives and regulations in effect on the date of manufacture for this vehicle class.

FCC COMPLIANCE

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 your UBCO technician or an experienced radio/TV technician for help.

MAINTENANCE OBLIGATIONS

Whilst UEVs and Batteries have fewer moving parts than combustion engine vehicles, they still require maintenance to ensure their continued safe operation. Every product will need scheduled maintenance and care to ensure your warranty is maintained. This will increase the product's lifespan and reduce lifetime maintenance.

Owner's Obligations

Where a User Manual is supplied with a Product, the purchaser of the Product and ultimate end user must review the Manual to understand the operations, limitations, maintenance, and care instructions for the Product.

- Ensure that the vehicle has scheduled servicing according to the service schedule (turn page over to view service schedules).
- Such servicing should be undertaken at an authorised UBCO technician.
- The owner is responsible for the maintenance obligations and must drop off and pick up the vehicle, at their own cost, to an authorised UBCO technician.

Any Questions?

FAQ

We've collected together a few common problems that have a simple fix. Find more answers to frequently asked questions on our website at ubco.com/FAQ.

My bike won't turn on.

Check that your 2X2 battery is charged up.

Check that the battery in the key fob has a charge or put in a new CR2032 cell battery.

Check the battery connection is clean & fully plugged in.

My bike is turned on but it won't go.

Check the kickstand is retracted.

Check the kill switch is disengaged.

Check the motor cables are properly connected.

Check the motor temperatures on the UBCO App. If they're over 125°C or 255°F, wait a few minutes for them to cool down before resuming your ride.

Check the UBCO App for any fault codes (see common codes on the following pages).

My bike is on and going but the lights aren't working.

Check your settings via the UBCO App. The LIGHTS setting allows the lights to be turned off or disconnected.

I can hear a rattling while I'm riding.

Ensure all load and attachments are secure.

Check the spoke tension and tighten if required.

Check all fasteners are tightened.

Check the brake rotors for dirt or debris.

If you're still hearing something strange, there could be a more serious problem. Get home and call us or your local dealer for assistance.

I can't reach my expected top speeds on flat ground.

If you've recently updated your UBCO App, make sure location services are turned on. The app is location sensitive and can drop the maximum speed limit incorrectly after an update if your location is turned off. Speed is automatically limited to 45kph in the European Union.

If the motors are overheating, they will reduce power. Check your UBCO App – if the motor temperature is over 95°C or 200°F, stop riding for a few minutes and allow them to cool.

The front wheel is losing traction uphill.

Unlike a gas-powered motorcycle, where you might lean back to give the rear wheel more traction, the 2X2 is powered by both wheels. When riding uphill, shift your weight forward to ensure the front wheel gains traction and can pull you up the hill.

Ensure your load is evenly distributed and does not exceed load limits.

What if my charge runs out while I'm away from the charger?

Pay attention to your charge level while riding. If you're not sure that you'll have enough charge to make it home, reduce your power settings or switch the bike into Learner Mode using the UBCO App. This will lower your speed and reduce power consumption, which will extend your range.

Find a hill to ride down with the brakes on to regenerate power back into the battery. That regenerated power could allow you to ride on flat sections again.

Need help?

If you suspect your bike may be damaged or is functioning improperly, contact UBCO on support@ubcobikes.com or reach out to your technician for assistance.

For a list of UBCO Authorised Dealers and Certified Technicians for sales and service, please see our website www.ubco.com/dealer-locator.

CLEANING THE BIKE

It's important to keep your 2X2 in a good working order so it's ready to go when you are. To ensure it's always in the best condition possible, you should clean your 2X2 regularly.

Incorrect cleaning methods can void your warranty, so take care and make sure you follow these points.

Do:

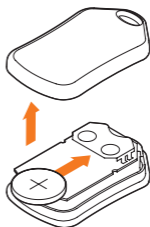
- Clean your 2X2 after each day of use, especially when exposed to dirty terrain or salt water. If you are using the 2X2 in a clean environment, this may not be necessary.
- Before cleaning, turn the 2X2 off. Ensure all power outlets, including the battery, have their rubber seals securely in place. **The battery should be plugged into the 2X2 while cleaning.**
- Clean the 2X2 with a low pressure hose and soft automotive cleaning brush or sponge.

Do Not:

- Do not water blast or use a high pressure hose on the 2X2.
- Do not submerge electrical parts – they are protected from the rain and splashes, but should not be left in water.
- Do not use cleaning products that are not specifically designed for cars or motorcycles. They may contain ingredients that could scratch the finish or harm components of the 2X2.

REPLACING KEY FOB BATTERY

Remove the silicone sleeve. Turn the key fob over so that the button faces down. Using your fingernail, separate the two halves of the key fob. Slide the battery out and replace with a new CR2032 battery, observing polarity. Position the rear plate over the base and push down to secure.



SERVICING SCHEDULES

We recommend a 24-month service schedule. The 2X2 should be serviced at the indicated mileage or time, whichever occurs first.

Insist on only genuine UBCO parts being installed in your 2X2 to ensure validity of the warranty.

After the first 10 hours of riding you should get an initial, complimentary check over your bike from your dealer.

Regular servicing should only be carried out by an UBCO certified technician or dealer.

Standard Use

The 2X2 should be serviced at the indicated mileage or time, whichever occurs first:

- After the first 10 hours: First Complimentary Service
- 10 weeks / 2,000km / 1,242mi
- 6 months / 4,000km / 2,485mi
- 12 months / 8,000km / 4,970mi
- 18 months / 12,000km / 7,456mi
- 24 months / 16,000km / 9,941mi

Once you have completed your 24 month service, we recommend you continue to get your 2X2 serviced every six months.

Heavy Use

Heavy use conditions such as farming require a more robust maintenance schedule:

- After the first 10 hours: First Complimentary Service
- 4 months / 100hrs / 1,500km / 932mi
- 7 months / 200hrs / 3,000km / 1,864mi
- 10 months / 300hrs / 4,500km / 2,796mi
- 13 months / 400hrs / 6,000km / 3,728mi
- 16 months / 500hrs / 7,500km / 4,660mi
- 19 months / 600hrs / 9,000km / 5,592mi
- 22 months / 700hrs / 10,500km / 6,524mi
- 25 months / 800hrs / 12,000km / 7,456mi

Once you have completed your 25 month service, we recommend you continue to get your 2X2 serviced every three months. For specific service requirements tailored to your situation, please contact your service technician.