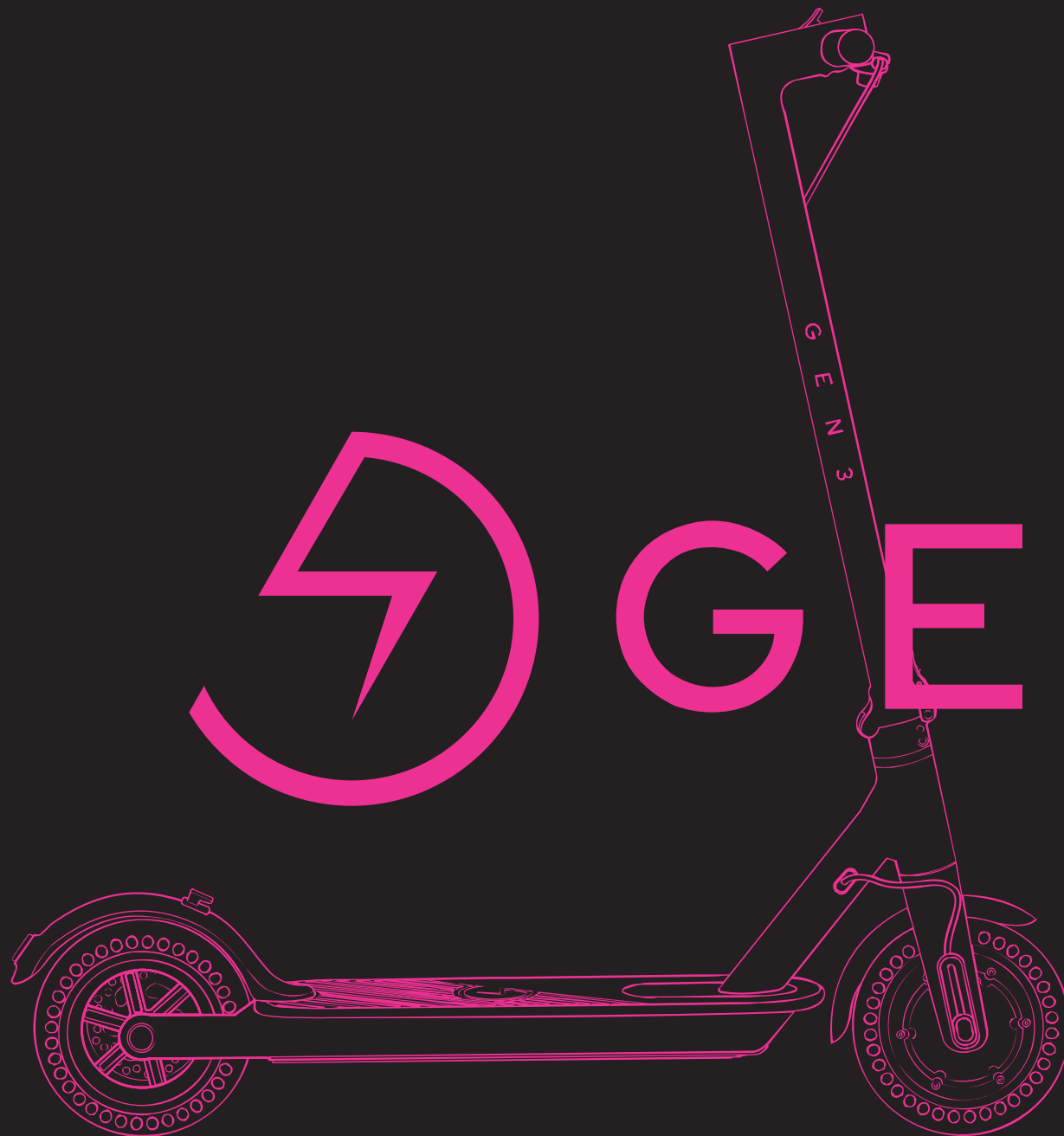




GEN3

# GEN 3



**ELECTRIC SCOOTER  
OWNERS MANUAL**



## Welcome to GEN3™

Thank you for choosing a GEN3™ Electric Scooter!

Nothing beats the joy of riding! We want you to get out there and have fun. But, first... please read the manual.

If you have questions after reading this guide visit the support section of our website or email us at [support@gen3ride.com](mailto:support@gen3ride.com)

### Contact us for help here:

**Website:** [support.gen3ride.com](http://support.gen3ride.com)

**Email:** [support@gen3ride.com](mailto:support@gen3ride.com)

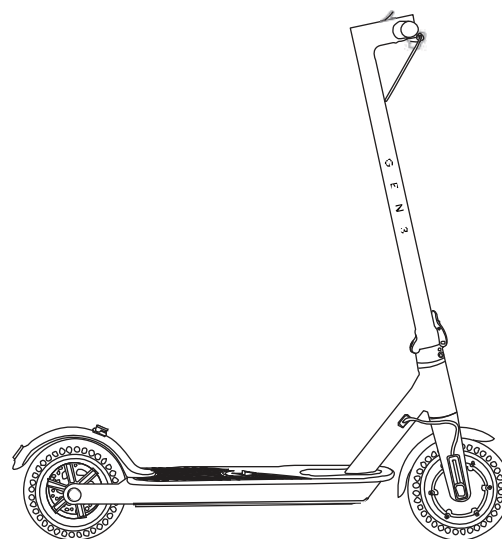
**Phone:** 1-888-884-GEN3 (4363)

**THIS INSTRUCTION GUIDE CONTAINS IMPORTANT SAFETY AND PERFORMANCE INFORMATION.**

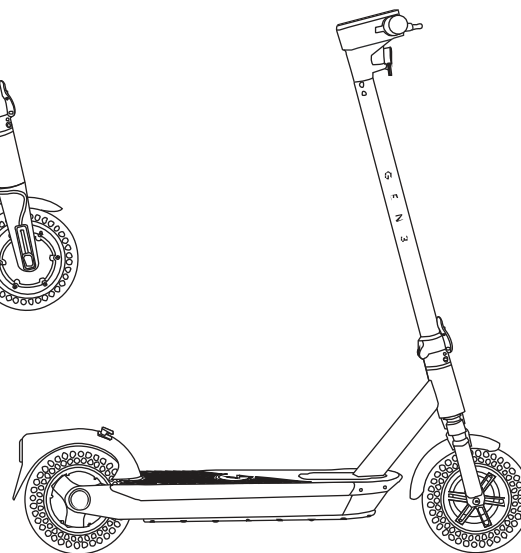
**Please read this guide thoroughly before you take your first ride on your new GEN3 Electric Scooter and keep it nearby for reference.**

**This instruction guide applies to all GEN3 Electric Scooters.**

**Visit [support.gen3ride.com](http://support.gen3ride.com) for updates and the latest copy of this manual.**



**The Verve**



**The Verve Pro**



The triangular caution symbol accompanies notices that require special attention. Users should also pay special attention to information in bold or beginning with **NOTICE**.

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## GENERAL INFORMATION | READ THIS BEFORE YOUR FIRST RIDE

### SAFE OPERATING TIPS

- Even if you are an experienced scooter rider, all riders should read and understand this manual before using an electric scooter. For your safety and to avoid serious injury or death, please closely review the following safety tips for safe operation of your GEN3 Electric Scooter.
- Always wear shoes, a helmet and knee/elbow pads when riding this product. Approved helmets in the U.S. must meet the U.S. Consumer Product Safety Commission standard. Helmets sold in Canada are certified by CSA (Canadian Standards Association), CPSC (Consumer Product Safety Commission), Snell or ASTM (American Society for Testing and Materials). Failure to wear a helmet when riding may result in serious injury or death.
- Inspect the scooter before each use, making sure the correct setup and tightening is done on your scooter before using it for the first time. Check the battery level, brake function, handlebar grips, tightening and lubricating components regularly.
- Check the operation of the brake motor cutoff before each ride. The brake system, when properly functioning cuts off power to the motor whenever the brakes are squeezed.
- The boost function on electric scooters can be unfamiliar for first time riders. Ensure you understand and are prepared for the motor to engage.
- Always use the lightest boost level, until you are comfortable and confident with the scooter.
- Users must travel at speeds appropriate for the usage area, riding conditions, and experience level. The faster the scooter is traveling, the longer it takes to stop. On a smooth surface, the scooter may slip, lose balance, and even result in a fall. Thus it is crucial that you use caution, keep proper speed and distance, especially so when you are unfamiliar with the environment.
- Off-road scooting presents varied terrain on which The Verve and The Verve Pro are not designed or tested to perform.
- Electric scooters are not intended for large jumps or stunts of any kind. Scooter frames and parts have limitations, and extreme riding should not be performed.
- In the event of a collision or presumed damage, you must consider your scooter unsafe to ride until a comprehensive inspection of all components, functions, and operations of the scooter can be made by a certified, reputable mechanic.
- Any aftermarket changes or modifications to your scooter could void the warranty and create an unsafe riding experience.
- Take extra precaution when riding in wet conditions or on a smooth surface. Decrease speeds and prepare for increased braking distance. Handlebar and scooter deck will be slippery in wet conditions.
- It is your responsibility to understand the local regulations, including traffic laws, for operating this product in the area(s) where you ride.
- NEVER operate your scooter when you are under the influence of alcohol or drugs, including prescribed or over the counter medications.
- Ride at night only if necessary. Wear reflective clothing; if possible, only scooter down roads with ample street lighting. Ensure you have reflectors and lights as required by your regional vehicle laws.

- Respect pedestrians' Right of Way. When you ride from behind pedestrians, ring the bell and use your voice to gain attention and slow your scooter to pass on their left. Travel at a reduced speed or consider walking scooter.
- Failure to properly charge, store, or use your battery will void the warranty and may cause a hazardous situation.
- Failure to perform and confirm proper installation, compatibility, proper operation, or maintenance of any component or accessory can result in serious injury or death.
- This product is not intended for use at elevations greater than 6562 ft. / 2000 m.

## LOCAL LAWS

Regulations related to the use and operation of electric scooters vary based on the country, state/province, county and municipality in which the rider may live. In many cases, the regulations for the use of an electric scooter are the same as those for a standard bicycle. However, each jurisdiction may have laws regarding licenses and regulations of electric scooters, where you can ride, minimum rider age, or required equipment, such as helmets. It is the rider's responsibility to know the local regulations that apply to an electric scooter and to obey them.

## BRAKES

Make sure the brakes are working with proper stopping power. The levers should stop short of touching the handlebar. Riding with improperly adjusted or worn brakes is dangerous and can result in injury or death. Replace worn brakes with authorized replacements.

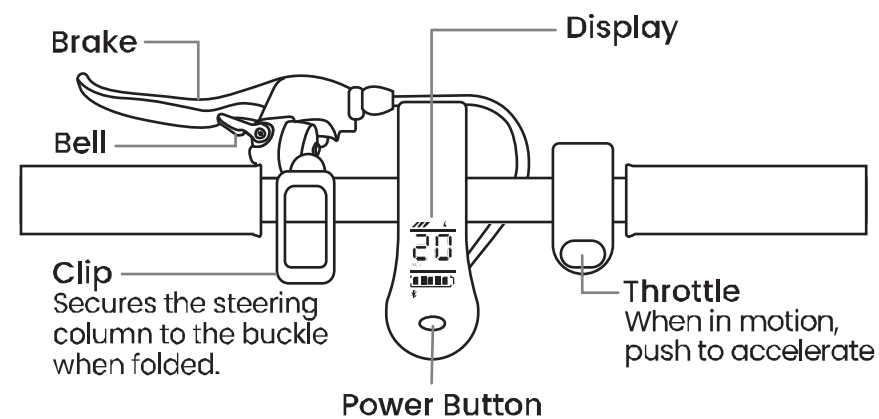
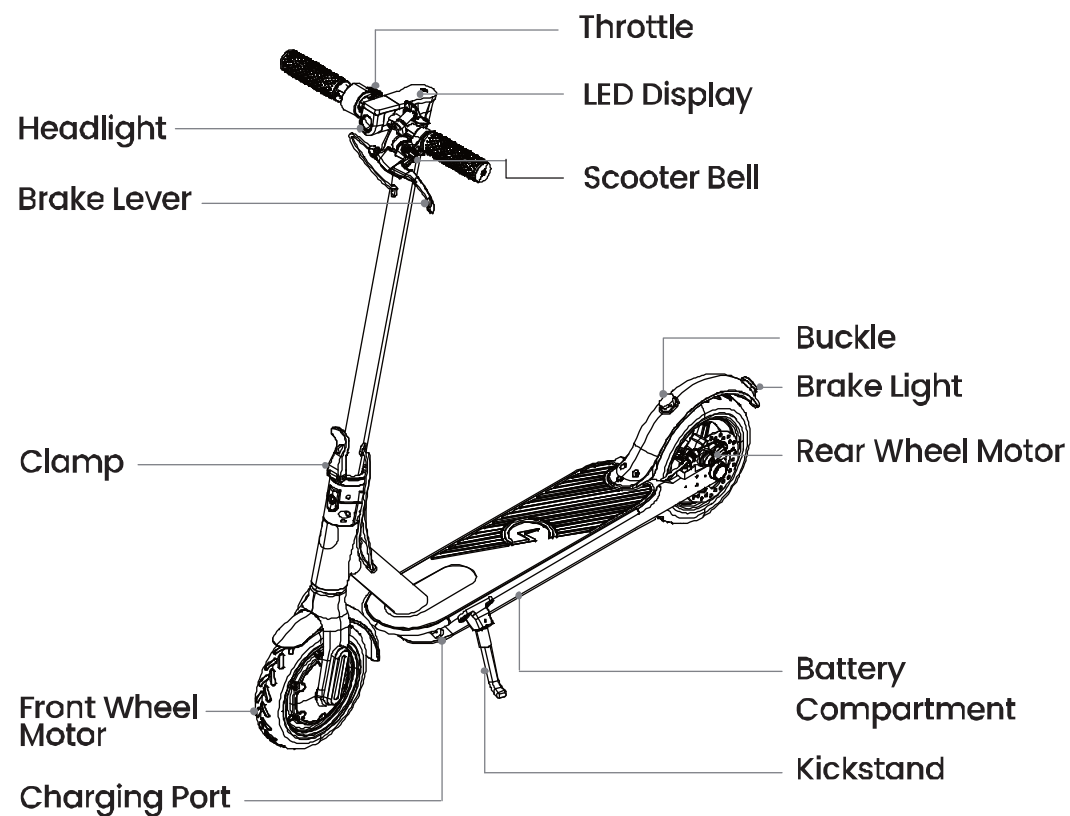
## QUICK RELEASE AND FASTENERS

It is important to check the quick release that keeps the folding mechanism in place is properly closed and tightened. Achieving correct tightening force is vital. Using too little force may result in the fastener not holding securely, while too much force may cause the fastener to strip threads, deform, or break. Incorrect tightening may result in component failure and cause loss of control and/or accidents. If you have any questions, please visit a reputable repair shop for assistance.

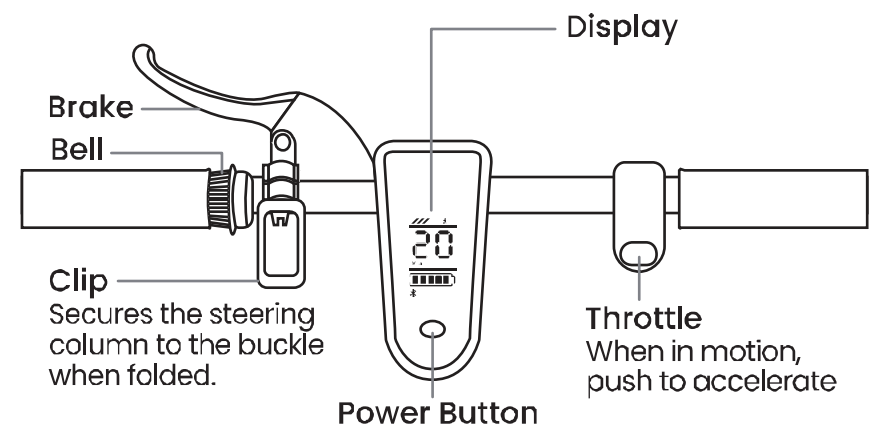
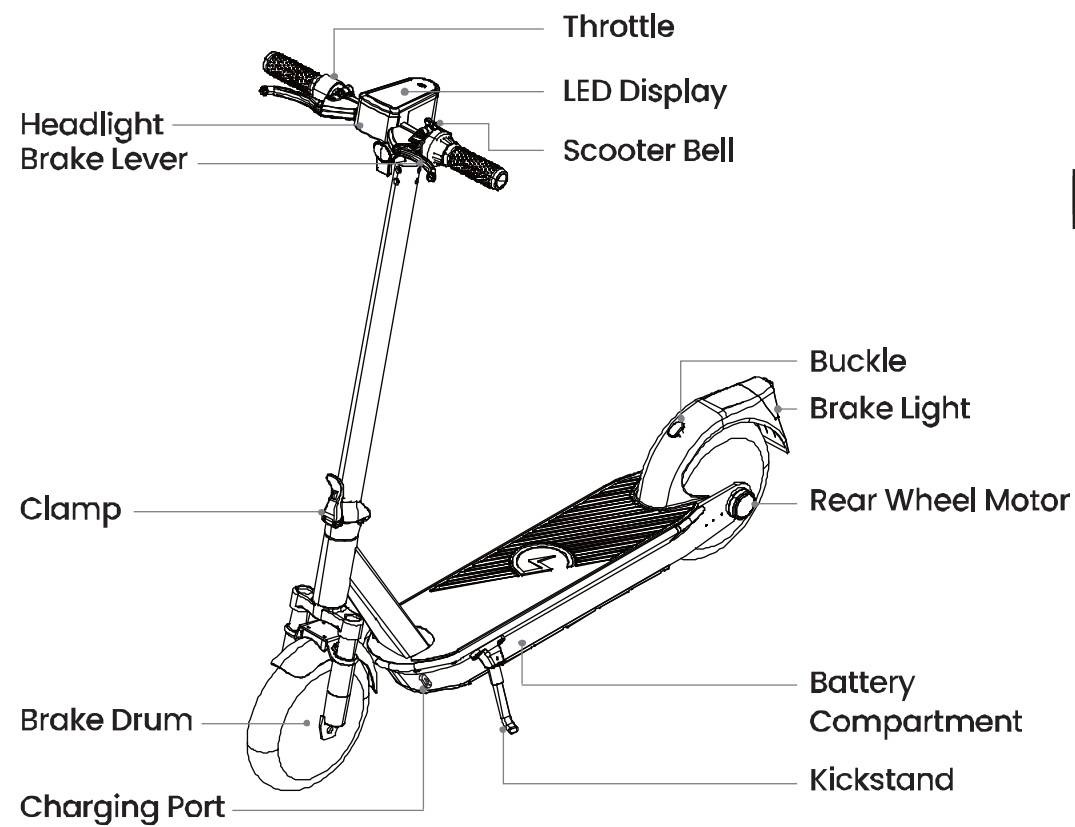
**SAVE THESE INSTRUCTIONS**

## SCOOTER COMPONENTS

### THE VERVE SCOOTER



## THE VERVE PRO SCOOTER





## ASSEMBLY

### LIST OF LOOSE PARTS & CONTENTS

#### ► CONTAINED IN THE SCOOTER BOX:

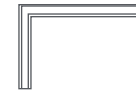
- Partially Assembled Scooter Frame
- Handlebar
- Accessories Box
- User Manual and Quick Start Guide

#### ► CONTAINED IN THE ACCESSORIES BOX:

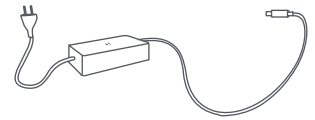
- Screw x 4 (The Verve)
- Screw x 6 (The Verve Pro)



- Hexagon Wrench



- Charging Adapter



◀ Assemble your scooter:  
Scan the QR Code  
or go to  
[www.GEN3Ride.com](http://www.GEN3Ride.com)

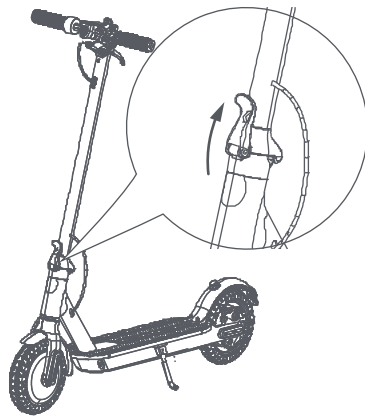
### BOX OPENING:

- Carefully remove scooter from box to avoid scratching the scooter or cutting the wiring.
- Please do not dispose of the packaging until after the no-questions-asked return period has passed.

### ASSEMBLY & SETUP

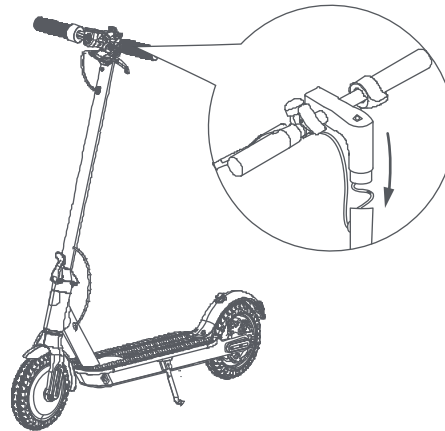
#### STEP 1 - FOLD STEM UP

Fold stem up and lock clamp into place. Put the kickstand down.



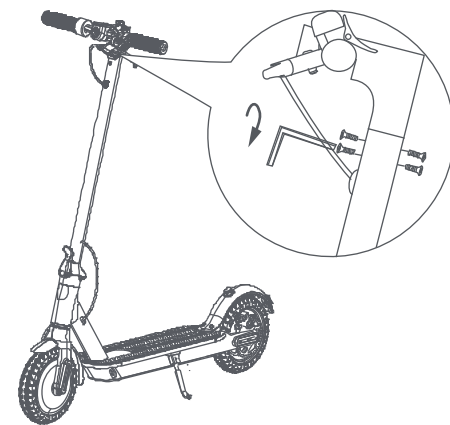
#### STEP 2 - ATTACH HANDLEBAR

Attach the handlebar to the stem while making sure wiring stays inside tube.



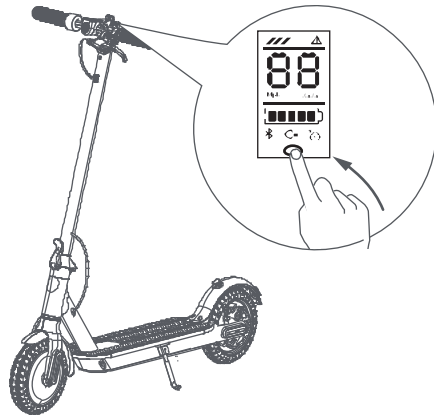
#### STEP 3 - TIGHTEN SCREWS

Tighten the screws onto all sides of the stem with the hexagon wrench.

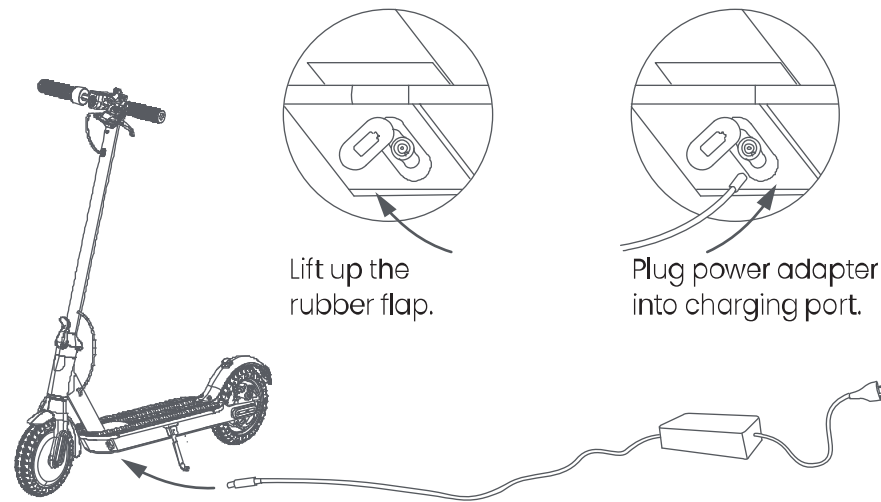


#### STEP 4 - CHECK INTERFACE

After assembly, press the power button to verify interface display is working properly.



#### STEP 5 - CHARGE YOUR SCOOTER



Lift up the rubber flap.

Plug power adapter into charging port.

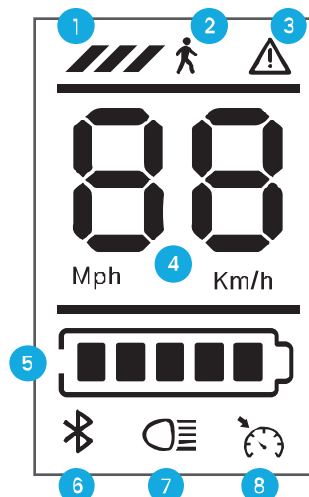
Once Charging is complete put back rubber flap.

## SCOOTER INTERFACE & APP OPERATION

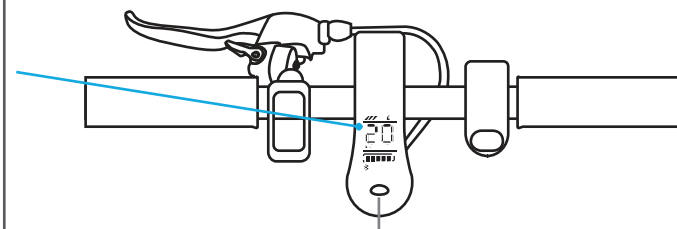
### GEN3 Verve Scooter Interface

The Verve and Verve Pro models are equipped with an LED display which highlight your:

1. Boost Levels 1, 2, 3
2. Walk Assist Mode
3. Fault indicator with In-App Troubleshooting
4. Speedometer
5. Battery Level
6. Bluetooth® connection to the Gen3 Verve App
7. Headlight & Taillight
8. Cruise Control



Search and download the "GEN3 Verve" app on the Apple or Google Play store.



#### Power Button

Long Press:  
Power On/Off

Short Press:  
Cycles through boost  
levels 1, 2, 3, and walk assist

Double Press:  
Headlight & Taillight On/Off

### GEN3 Verve App

The Verve and Verve Pro models have Bluetooth® chipsets allowing them to connect to the GEN3 Verve App on iOS and Android giving access to:

- Current Speed
- Toggle Between mph and km/h
- Lock and Unlock the Scooter
- Boost Level
- Odometer
- Headlight & Taillight
- Trip Distance
- Self-diagnostics with Curated Troubleshooting Steps Displayed In-App

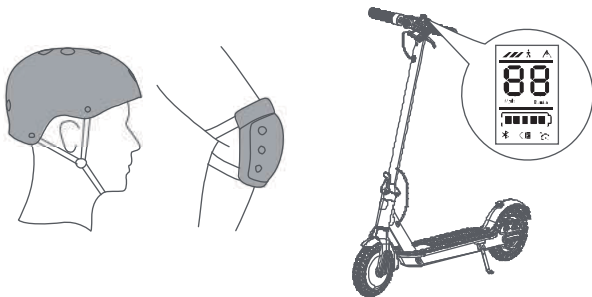


## HOW TO RIDE YOUR SCOOTER

### STEP 1 - WEAR PROTECTIVE GEAR / POWER ON THE SCOOTER

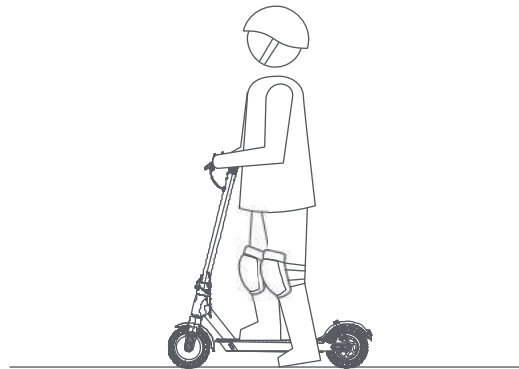
Always wear a helmet and knee pads to protect against injury in case of a falls.

Turn on the scooter, and check the battery indicator to be sure it is fully charged.



### STEP 2 - PUSH TO GET STARTED

Step on the deck with one foot, and slowly push forward with the foot on the ground.



### STEP 3 - SETTING BOOST LEVEL OR WALK ASSIST MODE

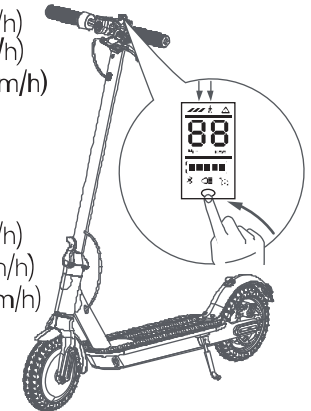
Tap power button to cycle through/select power level:

#### The Verve:

- Level 1 ( / ): 6.2 mp/h (10 km/h)
- Level 2 ( // ): 9.3 mp/h (15 km/h)
- Level 3 ( /// ): 15.5 mp/h (25 km/h)
- Walk Assist ( ): 3.1 mp/h (5 km/h) while walking beside scooter.

#### The Verve Pro:

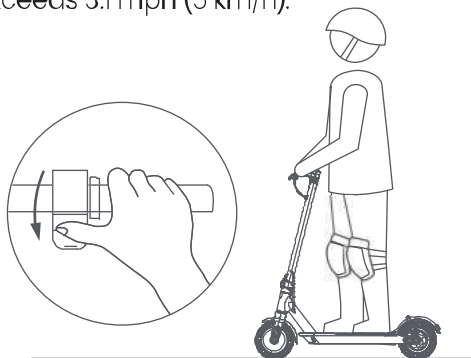
- Level 1 ( / ): 6.2 mp/h (10 km/h)
- Level 2 ( // ): 12.4 mp/h (20 km/h)
- Level 3 ( /// ): 18.6 mp/h (30 km/h)
- Walk Assist ( ): 3.1 mp/h (5 km/h) while walking beside scooter.



### STEP 4 - STARTING ACCELERATION

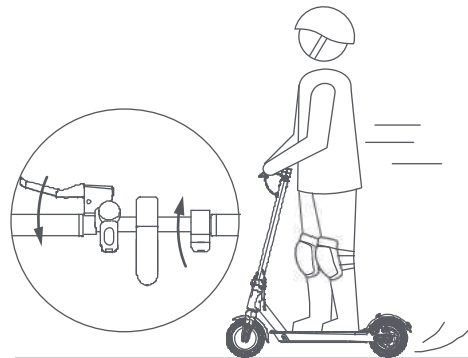
When the scooter starts to coast, put both feet on the deck and press the accelerator until it engages.

**NOTE:** the accelerator initiates once the coasting speed exceeds 3.1 mph (5 km/h).



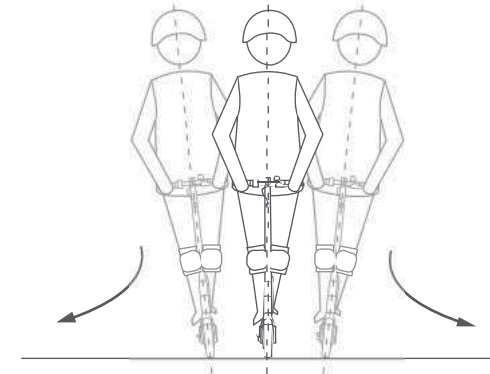
### STEP 5 - BRAKING

Release the throttle and the scooter will begin to slow down. Squeeze the brake lever and lean back to stop.



### STEP 6 - STEERING AND TURNING

Tilt your body to the steering direction as you turn, and slowly turn the handlebar.



## SCOOTER SAFETY - BEST PRACTICES

### DO NOT RIDE IN THE RAIN

Wet and rainy conditions are slippery and hazardous.



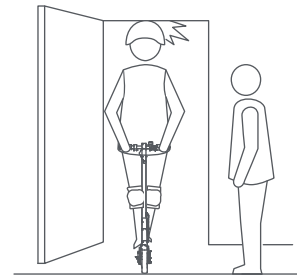
### KEEP SPEED BETWEEN 3.1-6.2 MPH (5 - 10 KM/H) ON BUMPY SURFACES

Including speed bumps, elevator door sills, bumpy roads or uneven surfaces. Slightly bend knees to maintain balance.



### PROTECT YOUR HEAD

Look out for doors, elevators and other overhead obstacles.



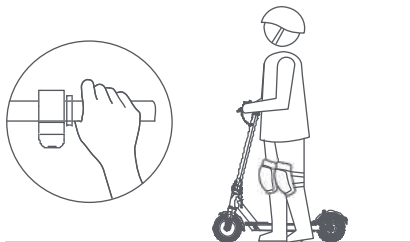
### MONITOR SPEED ON DOWNHILL

Do not accelerate when you go downhill.



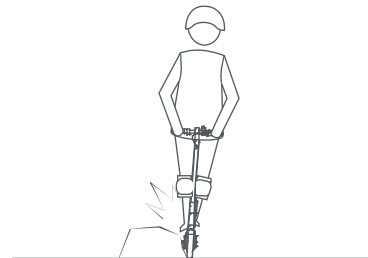
### DO NOT PRESS ACCELERATOR WHEN IN WALKING YOUR SCOOTER

Do not press the accelerator when you are walking alongside the scooter.



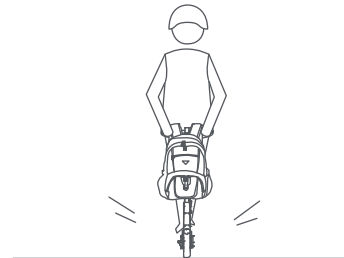
### ALWAYS STEER CLEAR OF OBSTACLES

As you are riding be aware of obstacles like curbs, speed bumps, and natural items like rocks.



### DO NOT HANG ITEMS ON HANDLEBAR

Do not hang items on handlebar as this could impact your balance.



### KEEP BOTH FEET ON SCOOTER DECK

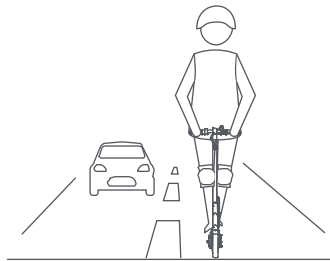
Always keep both feet on scooter deck at all times when using motor power.



**WARNING:** Avoid all safety risks listed on this page.

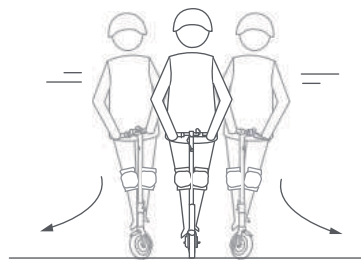
### DO NOT RIDE IN TRAFFIC

Do not ride in the middle of the road. Stick to bike lanes and road shoulders.



### DO NOT ABRUPTLY TURN HANDLEBARS

Do not make quick or sharp turns to handlebar during high-speed riding.



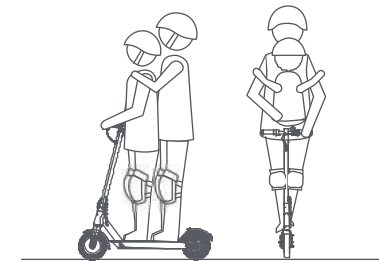
### AVOID STANDING WATER

Do not ride through standing water that is deeper than 0.78 inches (2 cm).



### DO NOT RIDE SCOOTER WITH A PASSENGER

Do not ride with anyone else including children.



### DO NOT PUT FEET ON REAR MUDGUARD

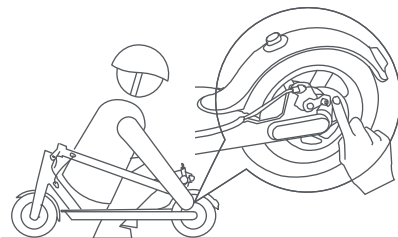
Keep feet off of rear mudguard. It is not meant to hold weight.



**WARNING:** Avoid all safety risks listed on this page.

### DO NOT TOUCH DISC BRAKE

Never touch disc brake, located on the back wheel.



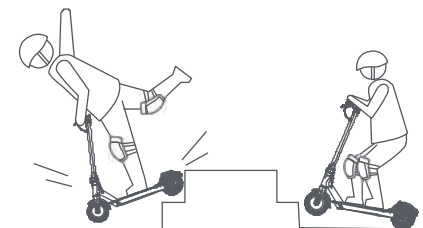
### KEEP HANDS ON HANDLEBAR AT ALL TIMES

For safety, keep both hands on the handlebars at all times.



### DO NOT RIDE ON STAIRS OR OVER OBSTACLES

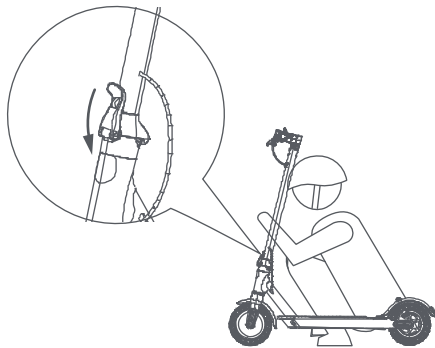
Do not try riding up and down stairs or jumping over obstacles.



## FOLDING & CARRYING YOUR SCOOTER

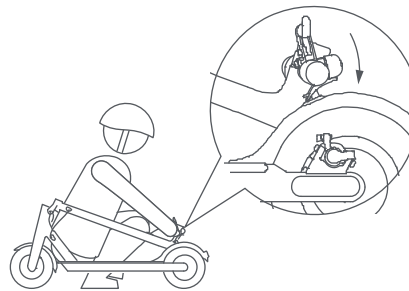
### STEP 1 - FOLDING THE SCOOTER

Make sure that the scooter is turned off. To fold, press and unlock the folding mechanism.



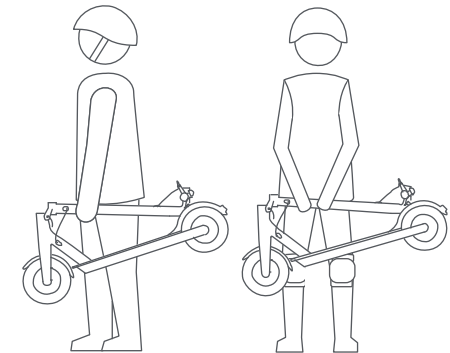
### STEP 2 - FOLDING THE SCOOTER

Push the stem and fold down until it buckles into the rear fender.



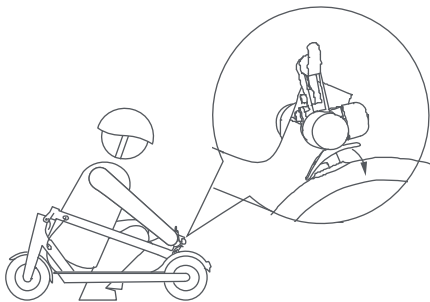
### CARRYING THE SCOOTER

After folding and locking the scooter, hold the stem with either one hand or both hands to carry.



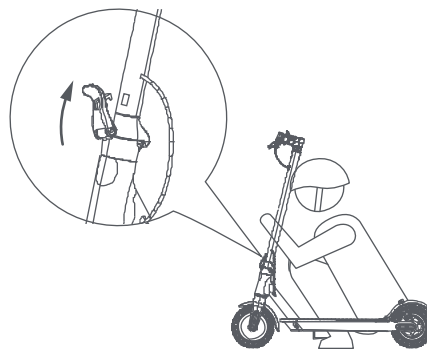
### STEP 1 - UNFOLD THE SCOOTER

To open, press the carry clasp to unhook the buckle.



### STEP 2 - UNFOLD THE SCOOTER

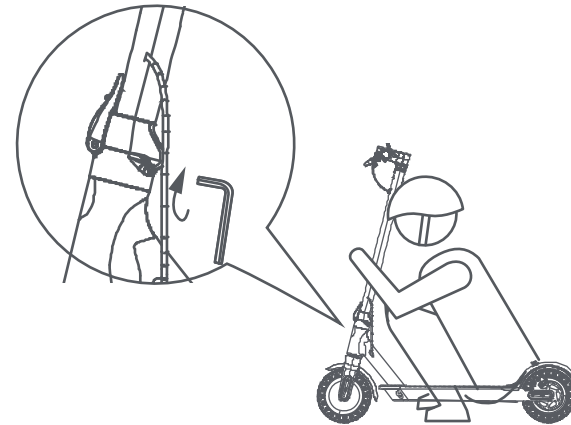
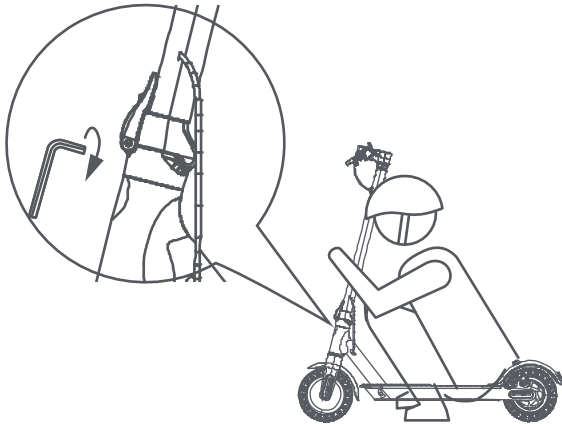
Lift the stem upright and lock it into place.  
**WARNING:** For your safety, please double check verify the stem is locked.



## ADJUSTING THE HANDLEBAR

### ADJUSTING THE HANDLEBAR

- If the handlebar and its stem sway during riding, use the hexagon wrench to tighten the screws on the folding mechanism.





## DAILY CARE & MAINTENANCE

### CLEANING AND STORAGE

- Keep your scooter dry. Do not ride your scooter in wet conditions. If wet, dry off your scooter immediately.
- Keep your scooter clean: If you see stains on the scooter's body, wipe them off with a damp cloth.
- If the stains persist, solutions may be used such as toothpaste and stain removal solutions, but please ensure that these are safe and do not cause material decay.
- If you see scratches on plastic parts, you may use fine grit sandpaper or other abrasive materials to polish them.
- During cleaning, make sure that the scooter is turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or damage to electrical components.
- Store your Scooter in a cool, dry place between 14°F – 95°F (-10°C – 35°C).
- Do not keep scooter outdoors for a long period of time. Excessive sunlight, overheating and overcooling accelerate the aging process of plastic components and tires, and may reduce battery life.



**WARNING: Do not use alcohol, gasoline, kerosene, or other corrosive chemical solvents to clean the scooter as they can damage the frame and/or internal parts of your scooter.**

**WARNING: Do not use a pressure washer as it may cause damage to the electronics.**

**WARNING: Ensure your scooter is powered off to prevent any electric shocks during the cleaning process.**

### BATTERY MAINTENANCE

- Only use original battery packs and original power adapter to avoid potential damage, safety issues, or fire.
- After every use, fully charge the battery to prolong its lifespan.
- If problems with the scooter's battery function are encountered, please contact customer service for support.
- Please note, batteries are sealed inside the scooter, and can only be replaced by a certified technician. Consumers opening and changing the battery will void their warranty.
- To prevent damage to the battery, do not place the scooter in an environment where the ambient temperature is higher than 122°F (50°C) or lower than -4°F (-20°C) (e.g., do not leave the scooter in a car under direct sunlight for an extended time).
- If the scooter is expected to be left idle for more than 30 days, please fully charge the battery and place it in a dry and cool place. Keep in mind to recharge it every 60 days to protect the battery from potential damage which is beyond limited warranty.
- Always charge before exhausting the battery to prolong the battery's lifespan.

## BATTERY MAINTENANCE (continued)

- The battery pack performs better at normal temperature, and poor when it is below 32°F (0°C). For instance, when it is below -4°F (-20°C), the riding range is only half or less at normal state. When the temperature rises, the riding range restores. For detailed information, please refer to GEN3 Verve App.
- Charge your scooter only indoors in a room near a smoke or fire detector. Do not charge in a bedroom.
- In the unlikely event that the battery catches fire, DO NOT attempt to extinguish the fire with water. Instead, use sand or another fire retardant to extinguish the fire.
- Lithium Ion batteries are subject to many regulations and are often considered dangerous or hazardous materials by carriers. Be sure to check for relevant laws and ask the carrier for approval prior to shipping your scooter containing a lithium-ion battery or transporting it by air.

### Note:

- Allow up to 7 hours for your GEN3 Electric Scooter to fully charge. The scooter interface includes a built-in intelligent chip that will keep a log of the battery's charging and discharging records.
- The damage caused by prolonged periods of time without charging the battery is irreversible and is beyond limited warranty. Once the damage is done, the battery can not be recharged (non-professionals are forbidden to dismantle the battery pack, as it may cause electric shock, short circuit or even major safety accidents).



### IMPORTANT SAFETY INSTRUCTIONS

**WARNING** – When using this product, basic precautions should always be followed, including the following:

- a) Read all the instructions before using the product.
- b) To reduce the risk of injury, close supervision is necessary when the product is used near children.
- c) Do not put fingers or hands into the product.
- d) Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- e) This equipment is not intended to be used at ambient temperatures less than -4°F (-20°C) or above ambient temperatures of 113°F (45°C).
- f) The scooter battery is intended to be charged when the ambient temperature is between 32°F (0°C) and 104°F (40°C). Never charge the scooter's battery when ambient temperatures are outside this range.
- g) **CAUTION: Risk of Fire and Electric Shock** – Only use this battery charger indoors. There are no user serviceable parts.
- h) Charging of the electric scooter should only be performed with the manufacturer's charger model ELP1079 / XSL88-4200200.

## Specifications

PERFORMANCE INDEX	ITEMS	SPECIFICATIONS - ELV1003	SPECIFICATIONS - ELV1004
Dimensions	L × W × H <sup>[1]</sup> in (cm)	41.1×16.5×44.5 in (104.4×41.9×113 cm)	46.1 x 18.5 x 47.2 in (117 x 47 x 120 cm)
	After folding: L × W × H in (cm)	41.1×16.5×18.5 in (104.4×41.9×47 cm)	46.1 x 18.5 x 20.9 in (117 x 47 x 53 cm)
Weight	Item weight lb (kg)	Approximately 28 lbs (12.7 kg)	Approximately 48.5 lbs (22 kg)
Riding Requirements	Load range: lb (kg)	55~220 lb (25~100 kg)	55~220 lb (25~100 kg)
	Age	16 years age and up	16 years age and up
	Body height: in (cm)	47.2 in (1.2 cm)	47.2 in (1.2 cm)
Main Parameters	Max. speed: mph (km/h)	Approx. 15.5 mph (25 km/h)	Approx. 18.6 mph (30 km/h) <sup>[2]</sup>
	General range <sup>[2]</sup> : miles (km)	Approx. 9.3 – 15.5 miles (15 – 25 km)	Approx. 18.6~25 miles (30 – 40 km)
	Max. climbing angle (%)	Approx. 14% grade	Approx. 14% grade
	Suitable surfaces	Cement, asphalt and roads; crevice narrower than 1.2 in (3 cm)	Cement, asphalt and mud roads; crevice narrower than 1.2 in (3 cm)
	Operating temperature °F (°C)	14~104°F (-10~40°C)	14~104°F (-10~40°C)
	Storage temperature °F (°C)	14~113°F (-10~45°C)	14~113°F (-10~45°C)
	IP rating	IP54	IP54
Battery Pack	Rated voltage (VDC)	37	37
	Max. input voltage (VDC)	42	42
	Rated capacity (Wh)	227.5	462.5
	Intelligent battery management system	Unusual temperature/short circuit/under voltage/over current/dual overcharge/dual over-discharge protections	Unusual temperature/short circuit/under voltage/over current/dual overcharge/dual over-discharge protections
Tires	Front Tire	8.5 in (21.6 cm) Puncture-proof suspension	10 in (25.4 cm) puncture-proof suspension with front suspension fork
	Rear Tire	8.5 in (21.6 cm) Puncture-proof suspension	10 in (25.4 cm) puncture-proof suspension
Charging Adapter	Input voltage (VAC)	100~240	100~240
	Output voltage (VDC)	42	42
	Charging time (h)	Approx. 6	Approx. 7

<sup>[1]</sup> Item height: from the ground to the top of the scooter; <sup>[2]</sup> General range: measured when it is no wind and at 86°F (30°C), the scooter's fully charged to ride at a even speed of 12.43 mph (20 km/h) on a flat surface with a load of 165 lbs (74.8 kg).

<sup>[2]</sup> Top speed may be impacted by battery level, environmental temperature, and available traction.

**Note:** data and specifications may vary due to different models, and are subject to change without notice.

## Limited Warranty

Your scooter's warranty and other binding legal terms (e.g., terms of purchase, etc.) are subject to change at any time.

To view your terms of purchase, go to [www.gen3ride.com/terms](http://www.gen3ride.com/terms).

To view the current warranty, please go to [www.gen3ride.com/warranty](http://www.gen3ride.com/warranty).

### WARRANTY INFORMATION

**All GEN3 Mobility LLC ("GEN3") electric bicycles and kick scooters (the "Product"), and their individual Covered Components (as defined herein), are protected against all manufacturing defects in material or workmanship for one (1) year after receipt of the Product by the customer (the "Warranty Period"). This Limited Warranty is only applicable to Product purchases in United States and Canada and in accordance with the following terms:**

- This Limited Warranty only applies based on purchases made directly from GEN3 or through GEN3 authorized resellers. Product owners must be able to provide proof of purchase in order or have completed warranty registration with GEN3 for the Limited Warranty to apply.
- Only the original owner of a Product is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the Product and ends immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the Product to another person. Under no circumstances will the Limited Warranty apply to any subsequent owner or other transferee of the Product.
- The Limited Warranty is expressly limited to the replacement of a defective lithium-ion battery (the "Battery"), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors, and hardware (each a "Covered Component").
- GEN3 warrants the Covered Components to be free of defects in materials and/or workmanship during the Warranty Period.

In the event that GEN3 determines a Covered Component is defective, GEN3 will, in its own discretion and as your sole and exclusive remedy: a) repair the defective Covered Component free of charge with new or refurbished parts, or b) replace the defective Covered Component with a new Covered Component.

## THIS LIMITED WARRANTY DOES NOT COVER

This Limited Warranty does not cover:

- Normal wear and tear of any Product or Covered Component;
- Consumables or normal wear and tear parts (including without limitation tires, tubes, brake pads, cables and housing, grips, chain, and spokes);
- Any damage or defects to Covered Components resulting from failure to follow instructions in the Product owner's manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the Product as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance; or
- Any products sold by GEN3 that is not a Product..

For the avoidance of doubt, GEN3 will not be liable and/or responsible for any damage, failure, or loss caused by any unauthorized service or use of unauthorized parts.

The Battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear, or water damage.

**DETERMINING WHETHER DAMAGE OR DEFECT TO A PRODUCT OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF GEN3.**

## SHIPPING DAMAGE:

Damage to a Covered Component during shipping is not covered by this Limited Warranty, but GEN3 will replace such damaged Covered Components if you:

- Notify GEN3 of a Covered Component damaged in the shipping process within fifteen (15) days of your receipt of the Product;
- Provide GEN3 with a dated picture of the damaged Covered Component;
- Return all original packaging and paperwork included with the Product; and
- Note any immediately recognizable damage on the shipper's Bill of Lading prior to signing off on the shipment.

Shipping damage claims are very time sensitive, and it is your responsibility to immediately inspect the Product for damage upon receipt.

## CREDIT CARD CHARGEBACKS

If any Product purchase becomes subject to a credit card chargeback in any amount, and you are still in possession of the Product, then this Limited Warranty will be invalidated until the credit card chargeback has been resolved.

## CLAIMS PROCESS

**GEN3 WILL NOT REPLACE ANY COVERED COMPONENT UNDER THIS LIMITED WARRANTY WITHOUT FIRST SEEING PHOTOS OR VIDEO OF THE DAMAGED COVERED COMPONENT.**

In order to exercise your right to receive a replacement for a Covered Component under this Limited Warranty, you must:

- Contact the GEN3 Customer Support team by email at [support@gen3ride.com](mailto:support@gen3ride.com) or by phone at 1-888-884-GEN3 (4363). The customer support team will initially work with you on the problem with your Covered Component to identify potential simple fixes.
- If the Customer Support team determines that a Covered Component must be replaced, they will provide you with a set of instructions for returning the defective Covered Component and receiving the replacement.
- After you receive the replacement Covered Component, the Customer Support team will also assist in determining how to replace or install the new Covered Component into your Product. In some cases, GEN3 will send in an authorized repair technician from VeloFix Holdings Ltd. ("VeloFix"), at no cost to you, to repair the Product. In other cases, GEN3 may authorize you to take the Product to a local repair shop and GEN3 will work with that repair shop on completing the necessary repairs.
- GEN3 will be responsible for shipping costs associated with returning a Covered Component under this Limited Warranty. Replacement Covered Components under this Limited Warranty will only be shipped to the address of the original purchaser.

**TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND GEN3'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. GEN3'S LIABILITY WILL NOT, UNDER ANY CIRCUMSTANCES, EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE PRODUCT, NOR WILL GEN3 UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.**

**SOME STATES/PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

**THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE/ PROVINCE TO PROVINCE.**

**TO THE EXTENT PERMISSIBLE UNDER APPLICABLE LAW, GEN3 DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE FOR THE DURATION OF THIS EXPRESS LIMITED WARRANTY.**

**SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

*Effective Date: April 2021*



## FCC WARNING

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.

**Caution:** The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**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 .

## ISED warning

This device complies with Innovation, Science, and Economic Development Canada licence-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'Innovation, Sciences et Développement économique 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.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance

Le présent appareil est conforme

Après examen de ce matériel aux conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité and compliance d'acquérir les informations correspondantes.



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## Assembly Video & Online Resources Links

### ASSEMBLY VIDEO

Please visit the “Support Center” section of the GEN3ride.com website ([support.gen3ride.com](http://support.gen3ride.com)) to view the Assembly Videos.



Assemble your scooter:  
Scan the QR Code  
or go to  
[www.GEN3Ride.com](http://www.GEN3Ride.com)

## Contact Us for Help

**If you have questions, please contact us here:**

- Visit our GEN3 Help Center: [www.support.gen3ride.com](http://www.support.gen3ride.com)
- Email us: [support@gen3ride.com](mailto:support@gen3ride.com)
- Call GEN3 Product Support: 1-888-884-GEN3 (4363)