

ATOMI

# User Manual

E20

Built to an ATOMI level

# WELCOME TO ATOMI

**Thank you for choosing ATOMI E20 electric scooter! We hope you enjoy it as much as we do.  
Together, we can create the best in scooters.**

To make sure you enjoy your ride as much as possible, please read this user manual carefully and always follow the instructions when operating. Wording in this manual has been made simplified. When an action appears too complicated for you, you are advised to contact an authorized or a specialized repairer or help center.

## How to get help?

We are here to help whenever you need us. You can contact us in the following ways:

WEBSITE [www.atomiscooters.com](http://www.atomiscooters.com)  
SUPPORT CENTRE [www.atomiscooters.com/support](http://www.atomiscooters.com/support)  
EMAIL [support@atomiscooters.com](mailto:support@atomiscooters.com)

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# RIDING SAFETY

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Before you ride the product on road, please learn how to ride safely and make sure you practice until you master the riding skill, to avoid collision, falling, losing control and other dangers.

The Users' Manual informs customers of all operating instructions and matters needing attention. Even if you're an experienced user of electric scooter, you must read the entire manual and other documents provided carefully and operate according to requirements of the manual. Improper assembly, maintenance, or use of electric scooter can cause component or performance failure, loss of control, serious injury, or even death. Please understand that you can reduce the risk by following all the instructions and warnings in this manual.

If the user does not operate the product according to instructions or use of the product violates warnings, the company will not undertake any responsibility for all consequences generated.

Please understand that you can reduce the risk by following all instructions and warnings in this manual, but you cannot eliminate all the risks.

If you are not sure you have the experience, skills, and tools to correctly perform all assembly steps in the manual, or if you encounter any malfunction during assembly or ride, please discontinue and consult our support team or a local electric scooter shop.

 **WARNING!****ATOMI**

1. Before riding the scooter, always wear helmet that fit properly with the chin strap in place and provides the protection for the back of your head. Wear arm guard, wrist guard, knee guard if you need.
2. Running and jumping on the scooter are extremely dangerous, please ride the scooter carefully with caution.
3. When entering into public spaces always comply with the local laws and regulations.
4. As with other vehicles, faster speeds require longer braking distance. Sudden braking on low traction surface could lead to wheel slip or falls. Please be caution and always keep a safe distance away from other people or vehicles.
5. Do not attempt your first ride anywhere you might encounter children, pedestrians, pets, vehicles, bicycles or other obstacles and hazards.
6. Before riding on the scooter, please check for loose fasteners and damaged components. If the scooter makes abnormal sounds or signals an alarm, immediately stop riding. Diagnose your scooter via our service center and/or call your dealer/distributor for services.
7. To reduce the risk of injury, you must read and follow all CAUTION and WARNING notices in this manual.
8. People who should not ride the scooter include:
  - i. Anyone under the influence of alcohol or drugs.
  - ii. Anyone who suffers from disease that puts them at risk if they engage in physical activity.
  - iii. Anyone who has problems with balance or with motor skills that would interfere with their ability to maintain balance.
  - iv. Anyone whose weight is outside the stated limits (see Specifications).
  - v. Pregnant women.
9. Riders under the age of 18 years old should ride under adult supervision.
10. To ride safely, you must be able to clearly see what is in front of you and you must be clearly visible to others.
11. Do not ride in the snow, rain, or on roads that are wet, muddy, icy, or that are slippery. Do not ride over obstacles (sand, loose gravel, or sticks). Doing so could result in a loss of balance or traction and could cause a fall.

## **WARNING!**

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12. Do not attempt to charge your KickScooter if, the charger or the power outlet is wet.
13. As with any electronic device, use a surge protector when charging to help protect your scooter from damage due to power surges and voltage spikes. Only use the ATOMI-supplied charger. Do not use a charger from any other different product models.
14. Use only ATOMI-approved parts and accessories. Do not modify your scooter. Modifications to your scooter could interfere with the operation of the scooter, could result in serious injury and/or damage, and could void the Limited Warranty.
15. Children should not play with the scooter or parts of it nor should cleaning or maintenance be done by children. The use of the machine results in the transmission of vibrations throughout the driver's body.
16. For a better driving experience, it is recommended to conduct regular maintenance of the product.
17. Please read the user manual before charging the battery.
18. Always place the scooter on its stand on a flat and stable surface. The scooter must be placed with the stand against the slope to prevent it from tipping over. Never place the scooter with the front-facing down the slope, as the stand may close and tip the machine. Once the scooter is on its stand, check its stability to avoid any risk of falling (by slip, wind or slight jolt). Do not park the KickScooter in a busy area, but rather along a wall. If possible, always choose to park your scooter on flat ground.
19. Do not touch the brake system, it could cause injuries.
20. Remember to power off your scooter and unplug the charging cable before assembling, mounting accessories, or cleaning the mainframe.
21. If there is any damage to the battery, the scooter will not turn after charge or it will not be charged. Do not attempt to operate the scooter. Contact us immediately via our support center

# UNBOXING

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1. Remove your scooter from the box and place it on a bench or stools where scooter's wheel can spin freely. Carefully remove the protection material from the scooter and set it aside.
2. Please check if all the items below are included. If there are any components missing, please contact your dealer or ATOMI support center. After verifying that all components are present and in good condition, you can then assemble your scooter.

**Please retain the box and packaging material  
in good condition in case you need to ship  
your scooter in the future.**



Battery  
Charger



Screw  
x 2



Hex  
Wrench



User  
Manual

## Assembled KickScooter



# ASSEMBLY

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## STEP 1: Unfolding

- Unfold your scooter by pulling the stem upright.
- Unfold the kickstand to support the scooter.
- Locate the folding latch and push it up to lock the stem, add some force if necessary. Please make sure the safety button of the folding mechanism is clipped and latch is locked properly.



## STEP 2: Attaching Headset

- Connect the male cable from the headset to the female cable of the stem. Make sure the ports are aligned properly.
- Insert the headset at the top of the stem and tighten into place with the screws provided.
- Check the screws on the handlebars to make sure they are tight.



## STEP 3: Testing

- Put the scooter on the bench, make sure the rear wheels does not touch any surface and can spin freely.
- Verify Power Bottom: make sure that your scooter can be powered on and off by press the power bottom.
- Verify Motor: The scooter is in defaulted Kick Start Mode (when speed reach 3KM/H the motor will be started). Spin the wheel and then press the throttle. The wheel should begin to spin.
- Verify Brake: Press the brakes and the wheel should stop immediately.

# DIAGRAM

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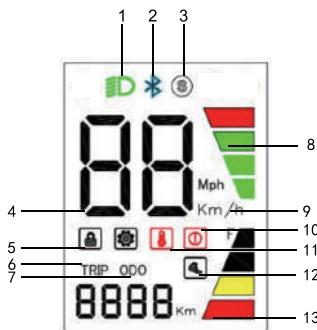


This image is for reference only, please refer to the actual product for more details.

# DISPLAY

A.TORII

- 1. Front Light
- 2. Bluetooth
- 3. Standard Mode: 18KM/H
- 4. Speedometer: Display the current speed
- 5. Electric Lock
- 6. TRIP: Mileage of single trip
- 7. ODO: Total Mileage
- 8. Speed Level: The red bar indicates that the speed reaches 18KM/H
- 9. KM/ MPH
- 10. ERROR: indicates that scooter has detected an error
- 11. Over-heat Warning
- 12. Pedestrian Mode
- 13. Battery Level: when the battery only has one bar, please charge the scooter



(This image is for reference only, please refer to the actual product for more details.)

# OPERATION

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## Charging

- Unfold the kickstand, and locate the charging port behind the kickstand
- Open the charging port cover.
- Gently Insert the charge plug.
- Keep the charge port cover closed when not charging.



### WARNING!

Do not charge if the charge port or charge plug is wet. Do not charge or use the scooter battery when its damaged or have trace of water. Do not charge the battery overnight, as it may result in battery damage or fire.

## Acceleration

- The throttle on the right hand side of the handle bar is for acceleration.
- A soft pressure on the throttle will generate proportionate acceleration. Full press on the throttle will generate the maximum acceleration.



### WARNING!

It's a progressive acceleration throttle, please press gently when start riding to avoid falling or losing control.

## Folding

- Push up the red safety button to unlock the folding lever
- Keep one hand on the stem at all time, use another hand to pull down the folding latch to fold the stem.
- Fold down the stem towards the deck. Attach the hook on the stem to the locking hole located on the rear fender.



# SETTINGS

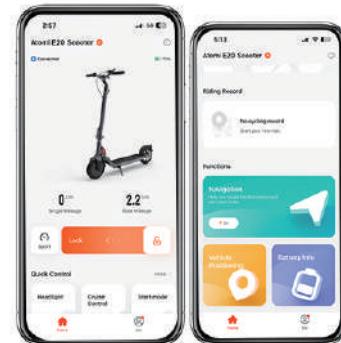
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	Functions	Settings
<b>Power On / Off</b>	When the scooter is stationary for 5 minutes, it will automatically turn off	Short press Power Button to turn on; Long press Power Button to turn off
<b>Speed Modes</b>	Eco Mode: 10KM/H, Standard Mode: 20KM/H, Sport Mode: 30KM/H; If the speed is over 25km/h, the scooter will warn by beeping	Short press Power Button to switch gears
<b>Kick / Zero-Start</b>	Kick-Start: Glide to taxi the scooter until the speed reach 3KM/H, then press the throttle to accelerate Zero-Start: Directly press the throttle to accelerate	Quickly press the Power Button for 5 times to switch between Kick-Start and Zero-Start
<b>Head Light</b>	For low visibility riding condition	Press the Power Button 1 time to turn on/off the headlight
<b>Rear Light</b>	When the headlight is on or when you brake, the rear light will be turned on automatically	No operation needed
<b>Metric</b>	You can choose KM/H or MPH	Quickly press the Power Button for 6 times to switch between KM/H and MPH
<b>Single Trip / Total Mileage</b>	Display the mileage of single trip or total trip	Press the light button 2 times to switch between TRIP or ODO
<b>Electronic Lock</b>	The scooter cannot be operated when the electronic lock is on	Quickly press the Power Button for 4 times to lock and unlock the electronic lock

## Install and Register

1. Download the Atomi App via app stores or ATOMI website.
2. Turn on the scooter. Bluetooth icon on display dashboard will blink which indicate that the scooter is ready for connect. Please note that the Bluetooth icon will become dark after 2 minutes without connection. However, you can still connect the scooter after 2 minutes when the icon is dark.
3. Please follow the instruction in the app to connect to your scooter. The Bluetooth icon on dashboard will stop blinking and remain lit when the connection is successful.

The Atomi App is available for IOS and Android. Please visit our website [www.atomiscooters.com](http://www.atomiscooters.com) or look for it in the app store. You can also download the app by scanning the QR code below.



Or scan the QR code to download

## App Features

1. Speed settings
2. Lock and unlock the scooter
3. KickStart and ZeroStart
4. Range
5. Km/Mile

## Screw Tightening

1. Check the screws before first ride, and check them every few months to make sure they remain tight. The screws might be loosen by vibration caused by shipping, motor and riding on uneven road.

## Storage

1. Store your scooter in a cool and dry place. The storage temperature needs to be between 10°C – 25°C (50°F – 77°F).
2. Keep the scooter and battery away from heat or fire, failure to do so may result in serious injury or death.

## Cleaning

1. Use a soft and wet cloth to wipe the frame.
2. Do not wash the scooter with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of your scooter.
3. Do not wash your scooter with a power washer or hose.

 **WARNING!**

Before cleaning, make sure the scooter is POWERED OFF, the charging cable is unplugged and the cap on the charge port is tightly sealed. Otherwise you may damage the electronic component which is not covered by the warranty.

## Charging

1. Charge the scooter fully after every ride. This will prolong the battery life.
2. If not used, charge scooter fully once a month. Do not drain the battery completely.
3. Do not leave your scooter undercharged for over 48 hours. This may damage the battery and is not covered by warranty.
4. Do not use chargers that are not sold and approved by ATOMI.
5. Do not charge or use battery if it is damaged or see trace of water.

 **WARNING!**

Do not expose the scooter to sunlight and extreme temperature (both hot and cold) for extended period of time. It may damage the battery life and accelerate the aging of plastic and silicon components.

## Battery

1. The ideal battery level is 70% for long term storage.
2. Do not charge or store the battery outside the temperatures limits.
3. Refer to your local laws and regulations to recycle or dispose the battery.
4. When used at temperature 22°C/70°F, the battery performance is at its best; whereas using it at temperatures below 0°C/32°F can decrease the range and performance.

5. Typically, at -4°F (-20°C) range can be half that of the same battery at 70°F (22°C). Battery range will recover when temperature rises.
6. Completely draining the battery may cause permanent damage to the battery. Damage caused by over-charging or under-charging will not be covered by the Limited Warranty.



## WARNING!

Do not attempt to disassemble the battery. Do not touch battery contacts. Do not dismantle or puncture the casing. Keep the battery contacts away from metal objects to prevent short circuit, risk of fire and electric shock.

## Brake Adjustment

You are advised to tighten the brake after 200 kilometers ride, or whenever you feel the brake is not performing well.

1. Locate the adjustment screw at the connection of the brake cable and handle. Turn the screw clockwise to tighten it. If the screw has reach maximum position of adjustment, and the brake is not comfortably tight, proceed to the next step.
2. Locate the screw on the brake lever on the left hand side of the wheel. Tighten the screw by turning it clockwise.
3. If you find the brake is too tight, reverse the process and slightly untighten the brake.

If you are not sure how to adjust the brake, please refer to the video via our support center at [www.atomiscooters.com/support](http://www.atomiscooters.com/support)

## Tires

1. Inflate both tires equally to 45-50 psi.
2. Tires supplied with the scooter are to be mounted on the wheels by professional repairers. Removing the wheels is complicated and incorrect assembly can lead to instability and malfunctions.
3. If not used for longer than 15 days, you are advised to inflate both tires to 45-50 psi for best performance.
4. When psi is lower than 30 psi, the tires will affect the range performance.

## FCC Statement

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 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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The device has evaluated to meet general RF exposure requirement. The device can be used be in portable exposure without restriction.

# SPECIFICATIONS

ATOMI

Item	ATOMI ALPHA
Dimensions	Unfold: Length x Width x Height
	Approx. 42.5 x 23.2 x 44.9in (1080 x 590 x 1140mm)
Weight	Fold: Length x Width x Height
	Approx. 42.5 x 23.2 x 21.1in (1080 x 590 x 535mm)
Rider	Net
	15.8KG
Parameters	Payload
	66.1-264 lbs (30.0-120.0 kg)
Battery	Recommended Age
	14+ years
	Required Height
	3'11"-6'6" (120-200 cm)
	Max. Speed
	Approx. 15.5 mph (25 km/h)
	Typical Range
	Approx. 18.6 miles (30 km)
	Max. Slope
	Approx. 15%
	Traversable Terrain
	asphalt/flat pavement; obstacles < 0.4 in (1 cm); gaps < 1.2 in (3 cm)
	Operating Temperature
	14-104°F (-10-40°C)
	Storage Temperature
	-4-122°F (-20-50°C)
	IP Rating
	IP54
	Duration of Charging
	Approx. 6 hours
	Nominal Voltage
	36 V
	Max. Charging Voltage
	42 V
	Nominal Energy
	270 Wh
	Nominal Capacity
	7500 mAh
	Battery Management System
	Over-heating, short circuit, over-current, and over-charge protection

# SPECIFICATIONS

A.TOR!L

<b>Motor</b>	Max. Power	500 W (0.5 kW)
	Nominal Power	250 W (0.25 kW)
<b>Charger</b>	Output Power	63W (0.063kW)
	Input Voltage	100–240 V ~
<b>Features</b>	Output Voltage	42V
	Output Current	1.5A
<b>Features</b>	Brake Light	LED rear light
	Riding Modes	Eco mode, Standard mode, Sport mode
<b>Tire</b>	Tires	Material: Natural carbon-black synthetic rubber 60/70-6.5. Straight nozzle

## Error Codes

When a malfunction occurs on your scooter, one of the following error codes will appear on the screen. Please refer to the explanation of each error code to diagnose the error. Please quote the error code when you contact the help center. DO NOT try to repair the scooter by yourself.

**E0:** Over-heating protection.

**E1:** Motor Hall failure.

**E2:** MOS tube failure or motor phase line failure.

**E3:** Brake failure.

**E4:** Rotary handle failure.

**E5:** Under voltage protection.

**E6:** Controller/display communication failure.

**E7:** Over voltage protection.

**E8:** Operational Amplifier failure.

**E9:** Blocking fault

# WARRANTY NOTICE

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THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY HAVE OTHER RIGHTS CONVEYED BY LAWS OF YOUR COUNTRY, PROVINCE OR STATE. IN SOME COUNTRIES, PROVINCES OR STATES, CONSUMER LAW MAY IMPOSE A MINIMUM WARRANTY PERIOD. OTHER THAN AS PERMITTED BY LAW, ATOMI DOES NOT EXCLUDE, LIMIT OR SUSPEND OTHER RIGHTS YOU MAY HAVE. FOR A FULL UNDERSTANDING OF YOUR RIGHTS, WE INVITE YOU TO CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE OR STATE.

## 1. LIMITED PRODUCT WARRANTY

ATOMI warrants that the Products are free from defects in materials and workmanship under normal use and use in accordance with the respective Product user manual, during the Warranty Period.

Product	Warranty Period	Scope of Warranty	Warranty service
ATOMI Electric Scooter	1 year (12 Months)	<ul style="list-style-type: none"><li>• Frame</li><li>• Battery</li><li>• Stem</li><li>• Folding Mechanism</li><li>• Controller</li><li>• Handlebar</li><li>• LED Lights</li><li>• Motor and motor hub</li><li>• Throttle</li><li>• LCD display and wiring</li><li>• Lock</li></ul>	Mail in

# WARRANTY NOTICE

ATOMI

Product	Warranty Period	Scope of Warranty	Warranty service
ATOMI Electric Scooter	30 Days Or 10KM of use (Whichever comes First)	<ul style="list-style-type: none"><li>• Rims</li><li>• Kickstands</li><li>• Forks</li><li>• Rear Fender</li></ul>	Mail in

The duration and conditions related to the legal warranties are provided by respective local laws.

ATOMI warrants to the original purchaser that its ATOMI Product will be free from defects in materials and workmanship under normal use in the period mentioned above.

ATOMI does not guarantee that the operation of the Product will be uninterrupted or error free.

ATOMI is not liable for damages arising from non-compliance with the instructions related to the use of the Product.

The limited warranty does not cover the following:

1. Normal wear and tear of any covered component
2. The cost or shipping of another scooter box. (It is owners responsibility to keep the original box or purchase a new box if needed due to replacement or repair)
3. Damage or defects caused by negligence, improper assembly, modifications, accidents, misuse, improper tools, acts of God, failure to follow user manual, water damage, improper cleaning solutions, improper maintenance (storage during winter for example), extreme/stunt driving, commercial use, unauthorized accessories, upgrades not sold by ATOMI

# WARRANTY NOTICE

ATOMI

4. Screws, loss of screws, stripped screws due to over forcing
5. Battery failures due to water damage, improper charging, power surges, after market chargers or lack of proper winter storage (75% battery capacity in room temperature)
6. Unauthorized service center repairs or parts will not be covered if damage, failure or loss occurs
7. Any product rusting, blemishes, loss of color due to sun exposure over time of usage
8. Any orders that have received a chargeback and that are currently under investigation (until the resolution is solved, warranty will be voided)

## 2. REMEDIES

Any defect report must include an image or video, proving the existence of the defect first. When the defect is reported, and ATOMI team validates the defect. If a valid claim is received by ATOMI within the Warranty Period, ATOMI will either (1) repair the component of the product at no charge (labor and shipping included), or (2) replace the defective component with a new component (part and shipping included) or (3) refund the Product, excluding potential shipping costs.

It remains the sole discretion of the ATOMI team to determine whether the core component or scooter are defective and if they are covered by the limited warranty.

## 3. HOW TO OBTAIN WARRANTY SERVICE

To obtain warranty service, you must:

# WARRANTY NOTICE

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1. Contact Support Center via [www.atomiscooters.com/support](http://www.atomiscooters.com/support) or email us [support@atomiscooters.com](mailto:support@atomiscooters.com) to submit the request. You must provide 1. Image of proof of purchase such as invoice or receipt. 2. Image or Video of defective components, except to the extent prohibited by applicable law.
2. Once the request has been validated by ATOMI, we will send you the replacement part and written/video instructions on how to repair or replace the components.
3. If you are not comfortable or do not know how to repair by yourself, you may use one of our repair centers. However, the customer will be responsible for the shipping cost, taxes and obtaining a scooter box if not still in possession of it. You must deliver the Product, in its original packaging or similar packaging providing an equal degree of Product protection, to the address specified by ATOMI.

## 4. EXCLUSIONS AND LIMITATIONS

Unless otherwise stipulated by ATOMI, this Limited Warranty applies only to the Products manufactured by or for ATOMI and identifiable by the trademarks, trade name or "ATOMI" or its logo.

The Limited Warranty does not apply to any (a) Damage due to acts of nature or God, for example, lightning strikes, tornadoes, flood, fire, earthquake or other external causes; (b) Negligence; (c) Commercial use; (d) Alterations or modifications to any part of the Product; (e) Damage caused by use with non-ATOMI products; (f) Damage caused by accident, abuse or misuse; (g) Damage caused by operating the Product outside the permitted or intended uses described by ATOMI or with improper voltage or power supply; or (h) Damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of ATOMI.

It is your responsibility to backup any data, software, or other materials you may have stored or preserved on the product. It is likely that the data, software or other materials in the equipment will be lost or reformatted during the service process, ATOMI is not responsible for such damage or loss.

# WARRANTY NOTICE

ATOMI

No ATOMI reseller, agent, or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

Except as prohibited by laws or otherwise promised by ATOMI, the after-sales services shall be limited to the country or region of the original purchase.

Products which were not duly imported and/or were not duly manufactured by ATOMI and/or were not duly acquired from ATOMI or a ATOMI's official seller are not covered by the present warranties. As per applicable law you may benefit from warranties from the non-official retailer who sold the product. Therefore, ATOMI invites you to contact the retailer from whom you purchased the product.

The present warranties do not apply in Hong Kong and Taiwan.

## 5. IMPLIED WARRANTIES

Except to the extent prohibited by applicable law, all implied warranties (including warranties of merchantability and fitness for a particular purpose) will have a limited duration up to a maximum duration of this limited warranty. Some jurisdictions do not allow limitations on the duration of an implied warranty, so the above limitation will not be applied in these cases.

## 6. DAMAGE LIMITATION

Except to the extent prohibited by applicable law, ATOMI shall not be liable for any damages caused by accidents, indirect, special or consequential damages, including but not limited to loss of profits, revenue or data, damages resulting from any breach of express or implied warranty or condition, or under any other legal theory, even if ATOMI has been informed of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of special, indirect, or consequential damages, so the above limitation or exclusion may not apply to you.

## 7. ATOMI CONTACTS

You may obtain a service number by the following ways and get reply within 24 hours:

First, contacting ATOMI Support Center on ATOMI official website [www.atomiscooters.com](http://www.atomiscooters.com) Monday to Saturday.

Or, you can also send emails to ATOMI service mailbox as [support@atomiscooters.com](mailto:support@atomiscooters.com)

## OVERALL RETURN GUIDELINES

These are ATOMI's ("ATOMI", "we" or "our") Overall Return Guidelines applicable only to products purchased by you directly from the its official website [www.atomiscooters.com](http://www.atomiscooters.com). If you purchase products through offline channels, please contact the final vendor who sells the products to you. All returns must meet the overall guidelines in order for the individual return policy to apply.

- All product returns require a RMA service order number. You may obtain a service number by contacting ATOMI Support Center through its official website. Or you can also send email to [support@atomiscooters.com](mailto:support@atomiscooters.com).
- If you return items in which you've saved personal information, you must erase this information completely before sending the product back to us.
- Please keep the original package for at least 30 days within the return policy period in case any return or replacement request.
- Products that are received by ATOMI in any of the following conditions are not eligible for return and will be rejected:
  - Any product not purchased from [www.atomiscooters.com](http://www.atomiscooters.com)
  - Any product with missing, damaged, altered, or otherwise unreadable IMEI or serial number label, manufacturer model or part number label.
  - Any product that is returned without all original packaging and accessories, including the retail box, manuals, cables, and all other items originally included with the product.
  - Any product that exhibits physical damage.
  - Any product which appears tampered, customized, or altered in any way.

## STANDARD RETURN POLICY

These are ATOMI's ("ATOMI", "we" or "our") Overall Return Guidelines applicable only to products purchased by you directly from the its official website [www.atomiscooters.com](http://www.atomiscooters.com). If you purchase products through offline channels, please contact the final vendor who sells the products to you. All returns must meet the overall guidelines in order for the individual return policy to apply.

- For the products of proper quality: return for refund or replacement within 14 calendar days from the invoice or delivery date, which is later.
- or the products with manufacturing problems: return for refund or replacement within 30 calendar days from the invoice or delivery date, which is later.
- We will offer you the option to return the product via a pre-paid carrier option. A label can be obtained after creating returns through ATOMI Support Center. You need to follow the mail instruction to pack the defective device and drop off to the nearest post office to deliver it to Authorized Service Partner. The proof of purchase shall be delivered to Authorized Service Partner along with device. Please be noted you need to deliver the product as soon as possible, or your return request number will be invalid.
- Return costs are free for refund and replacement returns of the same item within the return policy period, only provided the product are defective due to manufacturer reason.

## SHIPPING COSTS FOR RETURNS

ATOMI will bear the shipping costs in case of return/shipment of a defect covered by the warranty or in case of return within the first 14 days following the initial purchase. Declarations must comply with ATOMI's declaration requirements. A pre-paid return label can be obtained after successful creation of a return order by the ATOMI Support Center.

- Please follow the instructions in the confirmation of the return decision.
- Please keep the packaging of products in order to have the appropriate packaging in case of return/shipment.

## FURTHER INFORMATION ON RETURN

These are ATOMI's ("ATOMI", "we" or "our") Overall Return Guidelines applicable only to products purchased by you directly from the its official website [www.atomiscooters.com](http://www.atomiscooters.com). If you purchase products through offline channels, please contact the final vendor who sells the products to you. All returns must meet the overall guidelines in order for the individual return policy to apply.

### BUNDLE OFFERS

Products sold as part of a bundle cannot be returned individually for a refund. In order to receive a refund, all products in the bundle must be returned within the applicable ATOMI return period. If any products in the Bundle are defective, a replacement may be requested within the applicable ATOMI withdrawal period.

### PROMOTIONAL ITEMS AND GIFTS

As part of its offers, ATOMI may provide free promotional items with its products. If you wish to obtain a refund for a product purchased together with its promotional items, all items must be returned. Otherwise, the return may be refused for a refund. To receive a replacement for a purchased item that included promotional items, the defective item must be returned. ATOMI may also offer gifts to valued customers for their continued support or on special occasions. These gifts are not part of a purchase and therefore do not need to be returned.

### PRODUCT NO LONGER IN STOCK

If a product is no longer in stock, ATOMI will refund you. This covers replacement request.

## FURTHER INFORMATION ON RETURN

This tutorial will guide you through the process of how to return a ATOMI item on [www.atomiscooters.com](http://www.atomiscooters.com)

- Step 1: Verify the return product by contacting the ATOMI Support Center and send the required proof of evidence. Request a RMA service number from ATOMI Support Service.
- Step 2: Backup data, erase all personal data if there is any within the product.
- Step 3: ATOMI Authorized Service Center will dispatch the shipping label to the user. Please pack the defective device and drop off to the nearest post office to deliver it to ATOMI Authorized Service Center. The proof of purchase must be delivered to ATOMI Authorized Service Center along with device. To avoid the cancelation of your service order, please send back the device within 7 days after receiving the shipping label.
- Step 4: ATOMI Authorized Service Partner will process your return request after received the product.
- You may use the shipping number to track the shipping status.

## NO RETURN POSSIBLE

If you cannot create a return request, it may be for one of the following reasons.

### THE RETURN PERIOD FOR THE ITEM HAS EXPIRED

The withdrawal period for your product has expired. If the withdrawal period for your product has expired, you no longer can return it to ATOMI. However, you can still exercise your rights under the legal warranty and/or a ATOMI commercial warranty that you may hold in order to obtain the repair or replacement of the product. See the "Warranty Terms" page for more information on available warranties.

## **NO REFUNDS OR REPLACEMENT OF THE PRODUCT IS POSSIBLE**

There is no refund or replacement possible.

See the "Warranty and Returns" section on the product page for more information on the product return policy. Note, however that even if a product cannot be returned to ATOMI, you can still benefit from a ATOMI warranty for repair. See the "Warranty conditions" page for more information on the warranty scope and warranty options.

## **OTHER**

If a product is covered by the return policy and must be returned within the time period indicated on the product page, but still cannot be returned, please contact us.

## **ATOMI - CONTACT INFORMATION**

You can reach our customer service as follows:

You can contact the ATOMI customer center on the official website or contact us by e-mail at the following address: [support@atomiscooters.com](mailto:support@atomiscooters.com). Please expect the reply within 24 hours.

ATOMI

[www.atomiscooters.com](http://www.atomiscooters.com)