

OWNER'S MANUAL

Make Har Gully
Electric,
**With The Power
Of More!**

India's Loved Electric Scooter, Upgraded

**MAGNUS
NEO**



with **75,000 KM Warranty***



More Style
Premium Dual-Tone



More Power
65 kmph speed - Higher Torque



More Strength
20% Stronger Chassis
12" Wheels



More Savings
15p/km



More Safety
Safest LFP Battery



TAKING CARE OF YOUR MAGNUS NEO FOREWORD

Dear User,
Congratulations on purchasing the Ampere Magnus Electric Scooter and joining our growing numbers of quality-conscious EV customers with a love for the environment. We take great pride in the quality and workmanship that goes into every Ampere vehicle. We hope you will, too.

This Owner's Manual explains how to operate your new Ampere Electric Vehicle. Please read the instructions carefully and familiarise yourself with the operating mechanism, controls and maintenance requirements. This will help you get the best out of your Ampere EV and assure a safe, trouble-free ride.

All the information and specifications provided in this Manual are correct at the time of printing.

However, as a result of Ampere's continual product improvement process, Ampere reserves the right to make changes at any time, without any prior notice.



INTRODUCTION

Electric Vehicles (EVs) are gaining a strong following across the country. With lower maintenance and running costs as compared to a conventional petrol vehicles; EVs also offer the added benefits of reduced carbon footprint and zero emission. Established in 2008, Ampere has the firm backing of a lineage of 164+ years of Greaves.

With an extensive authorized dealer network across 350+ locations, you have the Ampere assurance wherever you go. Ampere's range of trendy and cost-effective EVs has taken the world of e-mobility by storm. With 16 years of EV experience under our belt, we make EVeryday Mobility exciting.

TAKE CHARGE



YEARS

OF ELECTRIC VEHICLES EXPERIENCE

3.8+*

BILLION ELECTRIC KILOMETRES



59,00,000+*

EQUIVALENT TO PLANTING TREES



3,20,000+*

HAPPY CUSTOMERS & GROWING



840,00,000+*

LITRES OF PETROL SAVED



*As on December 2024

**GREAVES
ELECTRIC
MOBILITY**

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**NEAR YOU, WITH
YOU, ALWAYS**
PAN INDIA SERVICE
TOUCHPOINTS



PROFESSIONAL EXPERTISE

COMPANY - TRAINED TECHNICIANS
AT ALL DEALERSHIPS



ROADSIDE ASSISTANCE



TOLL-FREE SUPPORT

FOR IMMEDIATE
QUERIES
080-45560 700



**3 YEARS WARRANTY +
EXTENDED WARRANTY
OPTIONS**



PROMPT & RELIABLE SERVICE



INTRODUCING YOUR MAGNUS NEO | BEFORE YOU BEGIN

TAKE CHARGE

Read the Owner's Manual carefully before using the vehicle.

Check the battery level status before you start riding.

Check the air pressure of both tyres before riding the vehicle.

Do not accelerate the vehicle in the standing and parking condition.

Do not park the vehicle in a spot exposed to direct sunlight.

Do not unplug the charger from vehicle while charging.

Do not use the vehicle immediately after Charging.

Do not overload the vehicle more than its carrying capacity.

Avoid parking and riding through water levels higher than the height of the motor and battery.

Turn the vehicle ON only after sitting in a comfortable position.

Ensure that the switches, lights and brakes are working properly before riding the vehicle.

After washing the vehicle or having driven through wet roads, check to see if the brakes and charging state of the battery are working properly.

Always follow road traffic rules and regulations of our country.

Do not park the vehicle below high-tension line.

Note: Do not turn the throttle if you and your pillion rider are not seated properly on the vehicle.



INTRODUCING YOUR MAGNUS NEO | BEFORE YOU BEGIN

Accelerating the vehicle

Once seated firmly, slowly turn the throttle inwards to accelerate gradually.

In order to increase the speed, adjust the throttle further inwards.

Accelerate gradually at all times, especially when setting off or climbing up slopes to save electric power.

Braking the vehicle

It is most effective to use left hand brake (HBS) regularly. In case of any emergency or sudden braking use right simultaneously.

We have incorporated a Harmonised Braking System (HBS) which activates front brake parallelly while applying the rear brake.

Release the throttle and apply brake levers to reduce the speed of the vehicle gradually.

Do not accelerate suddenly after applying the brakes.

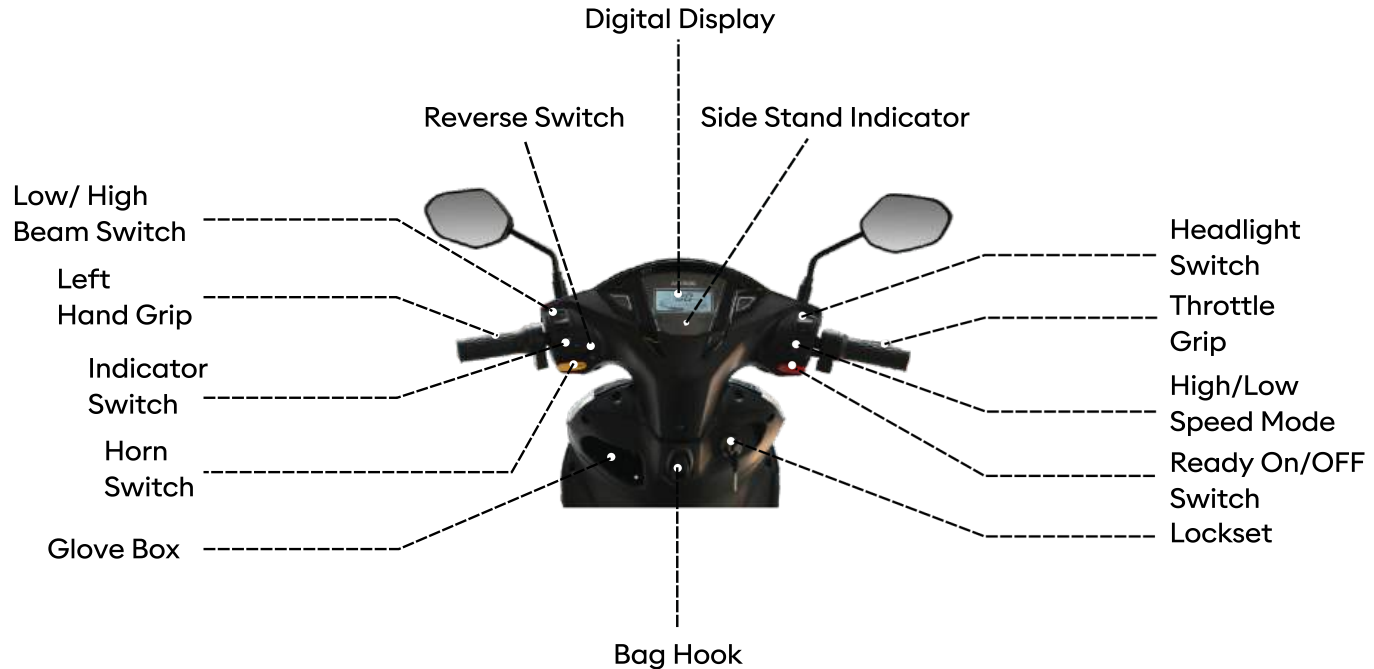
Ensure that the brake levers are released before accelerating.



INTRODUCING YOUR MAGNUS NEO | OVERVIEW

VEHICLE AND PARTS DIAGRAM

TAKE CHARGE



INTRODUCING YOUR MAGNUS NEO | OVERVIEW

VEHICLE AND PARTS DIAGRAM

TAKE CHARGE



INTRODUCING YOUR MAGNUS NEO | OVERVIEW

CONTROL SWITCHES

ON: Ignition ON

ON: Ignition ON OPEN/PUSH: To release SEAT LOCK

OFF: Ignition OFF

LOCK: Steering LOCK, Ignition OFF

Control Switches

Push and turn the key towards left for handle bar lock.

To unlock the steering, insert the key in the steering cum ignition lock and turn in clockwise to the 'OFF' position. To turn the electric circuits 'ON', turn the key clockwise further.

To open the storage box, insert the key into slot and turn gently.



INTRODUCING YOUR MAGNUS NEO | OVERVIEW

CONTROL SWITCHES

Left handle switch control

1. Dipper Switch: When the headlight is ON, a high or low beam can be selected with the dipper switch.
2. Turn Signal Switch: When the turn signal knob is turned to the left or the right, the respective indicator will start blinking. To stop the blinking, push the knob in and release.
3. Reverse switch: Keep the switch pressed to activate and use reverse mode, throttle gradually for reverse mode Activation.
4. Horn Button: Press the button to sound the horn.



Right handle switch control

1. Head Light Switch. Daylight Running Lamp.
2. Tail Lamp 'ON'
Head Lamp 'ON'
3. Power ON/OFF Switch



INTRODUCING YOUR MAGNUS NEO | OVERVIEW

CONTROL SWITCHES THROTTLE CONTROL

1. Throttle grip is placed on the right side of handle bar.
2. User can access the throttle to increase/decrease the speed of the vehicle.



Digital Display

1. Speedometer
2. Battery level indicator
3. Speed mode indicator
4. Side stand down indicator
5. Drive mode indicator
6. Temperature sensor indicator



INTRODUCING YOUR MAGNUS NEO | OVERVIEW

ADDITIONAL FEATURES

TAKE CHARGE



Boot Lamp



Premium Bag Hook



Stylish Mirrors



USB Charging Port



INTRODUCING YOUR MAGNUS NEO

MAIN TECHNICAL PARAMETERS AND SPECIFICATIONS

MAGNUS Neo

Max Speed Max	60-65 kmph
Loading Capacity	150 Kg
Charge Time	5-6 Hrs(Approx.)
Range	80 kms*
Gradient	12°
Battery	2.3 kWh 51V 45AH LFP Battery
Charger	7.5A
Motor Power	1500-2400 Watts
Brake	Mechanical Drum - 130mm HBS
Suspension	Front-Telescopic, Rear-Coil Spring
Wheel	12 inch
Ground Clearance	165 mm
Wheel Base	1390 mm

Note: All information is subject to change without prior notice.



INTRODUCING YOUR MAGNUS NEO | BATTERY MAINTENANCE

The Ampere Magnus Neo runs on a 51V Lithium Battery. The battery is crucial when it comes to the performance of the vehicle. Therefore, maintaining the battery properly is of utmost importance.

Battery storage and usage

- Environment Temperature

Operating Temperature	Charge	0°C to 45°C
	Discharge	-20°C to 45°C
	Magnus Neo	
Over Temperature Buzzer (degree celcius)	60°C	
Thermal Runaway (degree celcius)	75°C	
Storage Temperature	-10°C to 35°C	

TAKE CHARGE



INTRODUCING YOUR MAGNUS NEO | BATTERY MAINTENANCE

- **Precautions**
 - a.The maximum relative humidity is 95% for storage and operation.
 - b.The battery must not be exposed to direct sunlight.
 - c.The battery should be kept away from heat sources.
 - d.The battery must be laid flat.
 - e.The battery must not be pressed by mechanical forces.

TAKE CHARGE



INTRODUCING YOUR MAGNUS NEO | BATTERY MAINTENANCE

TAKE CHARGE

- Battery State of Charge (SOC) is between 30% to 40% in digital display when delivered by your dealer.
- Avoid frequent charging. If the riding period is short, the battery need not be charged every time.
- Please do not use chargers other than the charger provided with this battery. Other chargers may have a different charging profile resulting in battery damage.
- Do not charge the battery immediately after a long drive it. Give it a rest period of at least 30 minutes after use.
- Do not use the vehicle/battery immediately after charging it completely. Give it a rest period of 15 minutes after removing the charger from the main power supply.
- While transporting or handling the battery - do not throw the battery or place a heavy load on top of it or apply heavy pressure to it. These actions can destroy the internal connections, which may lead to open circuited or short-circuited batteries.
- Avoid charging at a low voltage level. It may spoil the battery charger and the battery.
- Throttle gradually at all times, especially when setting off or climbing up slopes to save battery power.
- Release the throttle and apply both the brakes gradually to reduce the speed of the vehicle.
- Avoid sudden acceleration and braking while riding as this will affect the performance of the vehicle in the long term.



INTRODUCING YOUR MAGNUS NEO | BATTERY MAINTENANCE

TAKE CHARGE

- Ensure that the brake levers are released before throttling.
- Strictly do not charge the batteries close to flames and high temperatures.
- Life of the battery will reduce if it is parked in direct sunlight or by keeping it in a place where the temperature is more than 40°C. Always try to park the vehicle under shade and try to charge the battery in a proper ventilated area.
- If the scooter has not been used for prolonged periods of time, please charge and discharge the battery at least once a month and always keep them at 50% charge during this time.
- When the battery is not in use for an extended period of time, remove the battery from the load for storage.
- Always maintain the recommended tyre pressure to avoid capacity drop. The recommended tyre pressure for the Front Wheel is 24 to 25 PSI and the Rear Wheel is 27 to 29 PSI.
- Though the vehicle is designed to be used in wet conditions, do not park/store in areas where the water level is above the centre of the wheel. Water in the motor will damage the vehicle.

CAUTION:

- Do not modify the electrical components and wiring circuit on your own. This can cause operational faults, electric failure and another damage, thereby shortening the life span of the vehicle and endangering user safety.

Only the user will be responsible for errors or faults caused due to the above reasons.



INTRODUCING YOUR MAGNUS NEO | BATTERY MAINTENANCE

CHARGER USAGE AND MAINTENANCE

TAKE CHARGE

- When charging, green indicator light starts blinking. After the vehicle is fully charged, the Green indicator light will be completely ON.
- Firstly, connect the output cable of the charger into the battery pack's charging port and then connect the input cable of the charger to the AC main power supply.
- When the batteries are fully charged, (i.e. Green LED completely ON), first unplug the input cable of the charger from the AC mains and then output cable from battery pack.
- Check and ensure that the voltage supply to the battery charger is AC 220V, if the supply voltage is irregular or expected to vary drastically, please use a voltage stabilizer or spike buster.
- Please use specific charger as provided only by Ampere.
- Do not let the charger get wet so as to prevent damage, short circuiting and fire.
- Never plug or unplug the charger using wet hands and don't touch the charger under bad weather conditions involving thunder or lightning.
- Do not keep the charger in dust and damp surroundings. Avoid using the charger under direct sunlight.
- Use Only 15A AC Power Socket for Charging the vehicle.
- Don't charge the vehicle with Charger box in Overhang condition- It will damage the AC cable.
- Always plug the charger directly into the 15A AC Power Socket with proper Earthing/Ground- Do not use extension box while charging.



INTRODUCING YOUR MAGNUS NEO | BATTERY MAINTENANCE

PRECAUTIONS WHILE CHARGING BATTERY

- Do not switch on the vehicle while the battery is being charged.
- Charge the battery away from children. Do ensure that they do not play with the appliance.
- The charger is made up of high voltage electric circuits - do not dismantle it.
- Prevent liquid and metallic particles from entering the charger during usage and storage.
- This charger is designed for indoor use. Use the charger in dry area with proper ventilation.
- If you detect any foul smell or overheating during the charging process, please stop charging immediately and contact an authorised service outlet.
- Do not attempt to recharge any rechargeable/non-rechargeable batteries using this charger.
- If the supply cord is damaged, it must be replaced by authorised service outlet or retailer.

TAKE CHARGE



INTRODUCING YOUR MAGNUS NEO | VEHICLE FEATURES

You can make use of the following security features.

- **Steering Lock:** Push and turn the key towards left for handle bar lock. To release the lock, push the key into the power switch and turn clockwise.
- **Seat Lock:** To open the seat lock, insert the key into the key slot and turn it clockwise. Lift up the seat and release the self-locking device. To lock the seat, press the seat firmly.
- **Side Stand Sensor:** When the side stand is down, it will not allow vehicle movement. This will ensure that side stand is in up position before the drive begins, ensuring, safety of vehicle or user.
- **Reverse Switch:** As a safety reverse function will be active on vehicle the switch is pressed continuously (all other drive conditions already full filled).
- **Rear Storage Box:** There is provision for storage on the rear side under the seat. There is another provision for storage in the leg space area (below the key hole).



INTRODUCING YOUR MAGNUS NEO | VIN & MOTOR IDENTIFICATION

VIN and Motor Number

- To facilitate maintenance and customer service, our vehicles have a bike frame serial number and a motor serial number.
- The vehicle frame serial number is located at front main tube of frame. It is covered by a cap at plastic panel near foot board.
- The motor serial number can be found on the motor casing cover itself.

TAKE CHARGE

17 DIGIT VIN NUMBER
MCPMXXXXXXXXXXXXX X



10 DIGIT MOTOR NUMBER
BH1200XXXX



TAKING CARE OF YOUR MAGNUS NEO | MAINTENANCE

Wheel Usage and Maintenance

FRONT WHEEL- Removal and installation for tyre changing, fixing punctures, etc.

Dismantling procedure

- Loosen the adjuster nut on the front brake cable.
- Remove the brake cable from the cam lever.
- Loosen and remove the axle nut on the side.
- Gently tap the axle and remove the wheel from the fork.

Assembling procedure

- Keep the front brake panel on the wheel.
- Position the wheel on to the fork with a small spacer on the brake-cover-plate side and the long spacer on the other side.
- The slot provided on the cover-plate should be positioned on the Boss (projection) provided on the left side of the fork.
- Insert the front axle on one side through the wheel assembly. Tighten the axle nuts.
- Insert the front brake cable through the anchor on the brake panel, spring and ferule on the brake operating lever. Tighten the nut on the cable end.



TAKING CARE OF YOUR MAGNUS NEO | MAINTENANCE

Wheel Usage and Maintenance

REAR WHEEL- Removal and installation for tyre changing, fixing punctures, etc.

Dismantling procedure

- Remove the rear brake cable by loosening and removing the bolt on the brake cable.
- Disconnect motor wires from wiring harness. Disconnect the connector of the motor and three motor wires (Blue, Green, and Yellow) by loosening the nut.
- Remove the bolt and nut anchoring the brake panel.
- Remove the bolts on both retainer plates on either side of the rear stay.
- Loosen the axle nuts on both sides.
- Slide the wheel backwards through the slot.

Assembling procedure

- Slide the wheel assembly on the stay slot, keeping the retainer plates at the extreme position on the axle shaft and keeping the motor wires to the left of vehicle.
- Tighten the axle nuts on both the sides and tighten the retainer bolts on both sides.
- Fix the brake panel with the provided bolt and nut.
- Insert the brake cable through the anchor, spring and turn-on. Tighten the bolt.
- Connect the motor wires by connecting the connector to the sockets and three motor wires by tightening the nut to the corresponding sockets.



TAKING CARE OF YOUR MAGNUS NEO | PRE-DRIVE CHECKS

Check the tyers

- Check if the pressure in the tyres is normal. Gauge the pressure of the wheel from the amount of contact it makes with the ground. If the pressure is not normal, use a pressure gauge to measure the pressure when the tyres have cooled down.
- Check for wear and tear or any other damage to the tyres.
- Check if there are any nails, stones, glasses, or other material stuck to the tyre tube or if there is any damage to it.
- Check the tyre tread wear. If the markings are two-thirds worn out, it is time to change them immediately

Wheels	Pressure in PSI
Front	24 to 25
Rear	27 to 29

Check the lights and turn indicators

- Power up the vehicle and check if all the lights in the front and rear are in working condition. Check if the headlight glows bright enough.
- Check the front and rear brake lights functioning.
- Check the turn indicators lights functioning.



TAKING CARE OF YOUR MAGNUS NEO | PRE-DRIVE CHECKS

Check the rear view mirror

- Make sure that you can clearly see the rear and side area of the vehicle in the rear view mirror in the driving position.
- Check whether the rear view mirror is free from dirt or damage.

Check the reflector

- Make sure that the reflector is not dirty or damaged.

Check the handles

- Move the handles up, down, front, back, left and right to make sure that they are not loose.
- Check if the handles are too tight to ensure free movement.



TAKING CARE OF YOUR MAGNUS NEO | REGULAR CHECKS

In order to extend the life span of the vehicle, allowing it to be driven safely and comfortably, please check and maintain the vehicle regularly. Perform thorough checks if the vehicle has not been used for a long time.

Perform maintenance checks in a safe manner

- Choose a spacious and even ground to perform checks.
- If a maintenance check needs to be performed while driving, it should be done in a safe location and while observing safety precautions.
- If you find anything abnormal, please resolve the problem before continuing your journey. If you cannot resolve the problem, please contact the dealer to check the problem.

Check the functional parts of your vehicle

- Check the front fork of the vehicle for any bending or damage.
- Shake the handles of the vehicle to make sure that there are no abnormal sounds coming from the front fork of the vehicle. If there are, please contact your service centre.
- Check the braking device for its effectiveness. Drive along a dry even road at a slow speed, apply front and rear brakes and test their effectiveness.
- When driving in rain or snowy weather, the braking distance required may increase. It is recommended to adjust brakes for optimal effectiveness in such weather conditions.



TAKING CARE OF YOUR MAGNUS NEO | TROUBLESHOOTING FAULTS

If your vehicle gives lower mileage after one full battery charge:

- It might be because of insufficient tyre pressure. If so, make sure that the air pressure in the tyres is sufficient.
- It might be because the battery is not fully charged or the charger is faulty. If so, charge the battery fully or check for a disconnection with power supply.
- It might be because of a worn out or faulty battery. If so, get it inspected at Ampere Authorised dealership.

If the charging indicator light does not work:

- Check whether the output connector is well connected.

When you eliminate the conditions above, please ask for help from Ampere dealer. Do not attempt to repair it yourself.

TAKE CHARGE



TAKING CARE OF YOUR MAGNUS NEO | TROUBLESHOOTING FAULTS

If the charging indicator light is always red - check whether the battery is damaged. When you eliminate the above conditions, please ask for help from the Ampere dealer. Do not attempt to repair it yourself.

If the charging indicator light is always green:

- Check whether the charger DC connection works well with the battery.
- Check whether there are any short-circuits or a reverse connection.
- Check whether the battery is fully charged.

If there are other faults:

- When you encounter a problem that cannot be resolved on your own or you are unsure about the problem, please contact our authorised dealer/service centre.
- If there are faults pertaining to the inner workings of the motor, controller, charger and battery. Do not dismantle the parts on your own.



SERVICE & SUPPORT-MAGNUS NEO | SERVICE TERMS AND CONDITIONS

In order to extend the life span of your vehicle, please use genuine Ampere parts and accessories only.

- Batteries are to be charged and discharged using the Ampere recommended battery charger and discharger.
- The batteries should not be kept in resting condition for a long period.
- The user should follow all maintenance guidelines provided in the Manual to avail warranty claims.

TAKE CHARGE



SERVICE & SUPPORT-MAGNUS NEO | WARRANTY POLICY

Greaves Electric Mobility Private Limited, a company governed by the Companies Act, 2013, having its registered office at Plot No 72, SIPCOT Industrial Complex SIPCOT, Ranipet-632403, Tamil Nadu, hereinafter referred through its brand name "Ampere", issues this warranty policy ("Warranty Policy") to its customers or users ("Customer"), setting out the manufacturer warranties that Ampere provides in respect of its electric 2 wheelers and associated components manufactured by Ampere and purchased by the Customer.

Definitions:

This Warranty Policy includes following words which will have the meanings assigned as follows:

- **Battery:** Battery which is provided along with the Vehicle. **Vehicle:** Means Magnus Neo.
- **Owner's Manual:** Means the manual detailing the technical specifications and guidelines on usage and maintenance of the Warranted Part(s) and quick start guide.
- **Warranted Part(s):** Means the Battery and each component of the Vehicle, other than any consumable parts, rubber parts, plastic parts, or tyres.
- **Warranty Period:** The term of the warranty shall commence from the date of purchase of the new Vehicle to the first purchaser. Warranty on each model shall be applicable as per the below table. Warranty period specified below is dependent on whichever occurs earlier.
- **Dealer:** Means a registered dealer who has entered into an agreement with Ampere, pursuant to which the Dealer may sell and service the products of Ampere.



SERVICE & SUPPORT-MAGNUS NEO | WARRANTY POLICY

Warranty:

S No.	Warranty	Period/KmsFrom date of purchase
1	Battery**	60M/ 75000 KM/ 1200 Cycles*
2	Motor	36M/30,000 KM*
3	Controller	36M/30,000 KM*
4	Charger	36M/30,000 KM*
5	Convertor	36M/30,000 KM*
6	Vehicle Warranty	36M/30,000 KM*

*- Whichever comes earlier | **- For battery, degradation of 10-12% in capacity will occur per year

Subject to conditions and exclusions listed herein, Ampere warrants that it will either repair or replace any Ampere-supplied part that is found defective, in material or workmanship, under normal usage conditions through its authorised network. The right to determine whether the part needs repair, service, rectification, or free replacement rests with Ampere only.

In the event of replacement, Ampere reserves the right to select and use suitable replacement parts at Ampere's sole discretion. All parts removed during replacement under this Warranty Policy will become the property of Ampere and the Customer shall have no right therein.



SERVICE & SUPPORT-MAGNUS NEO| WARRANTY POLICY

Exclusions (1/5):

Ampere shall not have any obligation under this Warranty Policy with respect to the following:

- Wear and tear items, rubber parts, plastic parts, consumable parts are not covered under warranty.
- Proprietary items like Tyres etc. are subject to Warranty terms and conditions of respective manufacturers and would be directly handled by them.
- Painted/plastic parts, cables, bulbs, seals, damaged/tampered parts are not covered under warranty.
- Repairs and adjustments caused by improper maintenance, lack of required maintenance, or repair or service by an unauthorized service centre, or the misuse of electric components and battery, other than the way it is specified in the Owner's Manual, would not be covered under warranty.
- Warranty shall cover only the manufacturing defects. Normal wear/tear, any defects arising due to neglect, corrosion, external damages, intrusion of foreign or deleterious matter, lack of servicing or abuse by the continued use of the Vehicle after a fault has become evident, or for consequential loss on the failure of parts or due to mishandling of the Vehicle/parts will not be covered under warranty.
- Damages due to the negligence of Customers or damages caused by accidents and non-preventable events including but not limited to flood, earthquake, fire will not be covered under warranty.
- The warranty will cease to exist if the original serial number on the frame or motor of the Vehicle is removed, distorted, or altered.

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SERVICE & SUPPORT-MAGNUS NEO | WARRANTY POLICY

Exclusions (2/5):

- Cosmetic or surface corrosion of the Vehicle caused by stone chips or scratches in the painted area is not covered under warranty.
- The warranty is not applicable, if the failure of parts is due to improper handling, servicing by unauthorized dealers/technicians, willful abuse or by the destruction by fire. In such cases, the repairs (parts and labour) and all other expenses related to the transporting the Vehicle to and from Ampere or its authorised dealer is to be borne by the customer.
- Cleaning and polishing the Vehicle or the parts will not be covered under warranty.
- Replacement of parts undergoing wear and tear like worn brake pads and lining, shall not be covered under warranty. The same shall be done at the Customer's expense.
- Normal noise, vibration, wear & tear, or deterioration such as discolouration, fading, deformation or blurring and seat cover discolouration of the Vehicle is not covered under warranty.

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SERVICE & SUPPORT-MAGNUS NEO | WARRANTY POLICY

Exclusions (3/5):

Vehicle battery warranty will not apply in the following instances:

- Transferred to any other equipment/system/vehicle.
- Used in non-vehicular application.
- Uneven charging.
- Used in extreme temperature area, which is more than the ambient temperature.
- Leaving the battery under fully discharged condition for a prolonged duration time.
- Damage due to fitment of additional accessories other than the original fitment.
- Battery cover is attempted to be opened/opened by force.
- Breakage of container and/or cover.
- Short circuit due to misuse or wrongful testing.
- Charging the batteries with other brand chargers/non-recommended chargers.
- Using unauthorised charging profiles and fast charging options.



SERVICE & SUPPORT-MAGNUS NEO | WARRANTY POLICY

Exclusions (4/5):

Motor warranty will not apply in the following instances

- Motor screws are found open or missing.
- Water logging inside the motor.
- Axle broken due to misuse or collisions.
- Coil and connectors burnt due to use in extreme climbing ramps (upward slope) for long duration or due to overloading Vehicle beyond rated capacity.
- The wheel rim is damaged due to mishandling or collisions.
- Broken magnets due to overloading.
- The side cover is damaged or broken.
- Wire damage, sleeve cut, crimping pin cut and when wires are found twisted.
- Rusting of magnets and stator.
- The axle thread is damaged.
- Any kind of unauthorised welding is done on the motor or related parts.



SERVICE & SUPPORT-MAGNUS NEO | WARRANTY POLICY

Exclusions (5/5):

Warranty of controller, converter, and charger will not apply in the following instances:

- Screws on the controller are open and/or missing.
- Track burnt due to overloading.
- MOSFET (Transistor) failure due to continuous overloading.
- Failure due to water or liquid content inside the controller.
- Enclosure damaged/ connector damaged.

OTHER TERMS AND CONDITIONS:

- The Customer shall be solely responsible to read and understand the Owner's Manual, Warranty Policy, Purchase Terms and all the product warnings before operating the Vehicle.
- The warranty is non-transferable and is only applicable to the first owner of the Vehicle.
- There will be no charge against the warranty repairs (parts and/or labour) except for consumables. Repair and replacement of parts covered under this Warranty Policy will be carried out by Ampere or its authorised dealers only.
- Further, the above-mentioned warranty shall, in no case, extend to the payment of any monetary considerations or replacements or return of the Vehicle. The Warranty Policy is limited only to the extent covered hereunder.



SERVICE & SUPPORT-MAGNUS NEO | WARRANTY POLICY

OTHER TERMS AND CONDITIONS:

- Ampere or entities authorized by Ampere will not be held liable for any special, indirect, remote, incidental, or consequential damages of any kind including depreciation, loss in value of the Vehicle, loss of use or income due in full or part directly or indirectly due to a breakdown of the Vehicle and Ampere's maximum aggregate liability at no point will exceed the cost covered under the Warranty Policy.
- Further, the Customer shall be responsible for performing all recommended and necessary routine care and maintenance and engage in proper use of the Vehicle and Warranted Part(s) in accordance with the Owner's Manual.
- Documentation related to the Vehicle shall be retained at all times by the Customer and shall be produced to the service centre for verification of the relevant details.
- The Customer must present the Vehicle to an authorised service centre for any warranty repair within forty eight (48) hours after a defect is detected after having duly informed Ampere of such defect.
- Vehicles used for racing or any competition or used otherwise than for ordinary personal transportation shall not be covered under this Warranty Policy.

TAKE CHARGE



SERVICE & SUPPORT-MAGNUS NEO | WARRANTY POLICY

OTHER TERMS AND CONDITIONS:

- Ampere shall only bear the costs of spares and labour for replacement of any Warranted Part(s) under this Warranty Policy. Any additional costs including transportation costs will not be covered under this Warranty Policy and the same shall be at the sole responsibility and risk of the Customer.
- This Warranty Policy has been provided by Ampere and no other entity including the authorized dealers, service centres, its employees or agents have the authority to amend, add to, extend or in any manner modify the warranty provided under this Warranty Policy.
- Ampere shall have the right to make changes to the design or functioning of its Vehicle from time to time and shall not be under any obligation to provide these changes for Vehicles that have been previously sold by it.

TAKE CHARGE



SERVICE & SUPPORT-MAGNUS NEO | AFTER-SALES SERVICE AND GUARANTEE

In order to protect your legal rights, please retain a copy of this Manual. Kindly carry out spot checks and adjustments if required for your vehicle during purchase. You hold all rights to request the Dealer or sales personnel to brief the vehicle operation instructions, maintenance requirements and proof of purchase invoice, service guarantees and battery warranty cards, duly signed and sealed from where the vehicle is purchased. It is mandatory to provide the proof of purchase and the warranty card to the dealer to get your vehicle serviced or for battery servicing.

Warning

For any dispute arising out of words/commitments, Ampere leaves the responsibility to the Dealers. Ampere will supply spares only till the warranty period as per this book.

Warranty, other than that mentioned in this book, communicated orally, written or given in any other form by any means, is invalid.



SERVICE & SUPPORT-MAGNUS NEO | VEHICLE MAINTENANCE SCHEDULE

	Free Service	Paid Service	Paid Service	Paid Service
Inspection Details	30daysor900kmwhichever is earlierfrom date of purchase	120daysor 3,000km whichever is earlierfromdate ofpurchase	210days or 6,000km whichever is earlierfromdate ofpurchase	Every 6 monthsor 5,000km whichever is earlier from previous service
Service Date				
Card Number				
Visual Examination				
Plastic parts - scratches and damages	I	I	I	I
Lighting system - scratches and damages	I	I	I	I
Tyre (Check wear marking)	C	C	C	C
TyrepressureF&R	CA	CA	CA	CA
Check all bolts,nuts and screws -tighten if required.Check wheel runout.	CA	CA	CA	CA/CR forrusting
Clean the e-scooter externally with dry and soft cloth	CL	CL	CL	CL

C - Check I CA - Check and Adjust I CL - Clean I CR - Check and Replacement
I - Inspection, Offer for replacement, replacement on customer confirmation



SERVICE & SUPPORT-MAGNUS | VEHICLE MAINTENANCE SCHEDULE

TAKE CHARGE

	Free Service	Paid Service	Paid Service	Paid Service
Inspection Details	30daysor900km whichever is earlierfrom date of purchase	120daysor 3,000km whichever is earlierfromdate ofpurchase	210days or 6,000km whichever is earlierfromdate ofpurchase	Every 6 monthsor 5,000km whichever is earlier from previous service
Functional Examination				
Both brake cables	CA	CA	CA	CA/CR
Operation of all locks	CA	CA	CA	CA
Check all the lights, horn, display indicators and switches	CA	CA	CA	CA/CR
Motor operation	CA	CA	CA	CA
Rear and front brake operation	CA	CA	CA	CA
Movement of wheel and their free operation	CA	CA	CA	CA
Check throttle for free operation	CA	CA	CA	CA
Front and rear suspension functions	CA	CA	CA	CA

C - Check | CA - Check and Adjust | CL - Clean | CR - Check and Replacement
 I - Inspection, Offer for replacement, replacement on customer confirmation



SERVICE & SUPPORT-MAGNUS | VEHICLE MAINTENANCE SCHEDULE

	Free Service	Paid Service	Paid Service	Paid Service
Inspection Details	30daysor900kmwhichever is earlierfrom date of purchase	120daysor 3,000km whichever is earlierfromdate ofpurchase	210days or 6,000km whichever is earlierfromdate ofpurchase	Every 6 monthsor 5,000km whichever is earlier from previous service
Functional Examination				
Movement of the handle bar	CA	CA	CA	CA
Checkfront and rearaxlebearings	CR	CR	CR	CR
Check freemovement of fronthandle bar, adjust ifrequired	CA	CA	CA	CA
Check front andrear suspensionsystems (shockabsorber) for proper operationand oil leakage	CA	CA	CA	CA/CR
Start the vehicleon main stand andcheck smooth functionality ofallparts	CA	CA	CA	CA

C - Check | CA - Check and Adjust | CL - Clean | CR - Check and Replacement
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SERVICE & SUPPORT-MAGNUS | VEHICLE MAINTENANCE SCHEDULE

	Free Service	Paid Service	Paid Service	Paid Service
Inspection Details	30daysor900kmwhichever is earlierfrom date of purchase	120daysor 3,000km whichever is earlierfromdate ofpurchase	210days or 6,000km whichever is earlierfromdate ofpurchase	Every 6 monthsor 5,000km whichever is earlier from previous service
Internal Examination				
Wiring cut/damaged	CR	CR	CR	CR
Battery bulge/damage	CR	CR	CR	CR
Battery loop cable connections	CA	CA	CA	CA
Electrical couplers and joints	CR	CR	CR	CR
Health of motor and battery cables (any melting/lose connection)	CR	CR	CR	CR

TAKE CHARGE



C - Check | CA - Check and Adjust | CL - Clean | CR - Check and Replacement
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SERVICE & SUPPORT-MAGNUS | VEHICLE MAINTENANCE SCHEDULE

	Free Service	Paid Service	Paid Service	Paid Service
Inspection Details	30daysor900kmwhichever is earlierfrom date of purchase	120daysor 3,000km whichever is earlierfromdate of purchase	210days or 6,000km whichever is earlierfromdate of purchase	Every 6 monthsor 5,000km whichever is earlier from previous service
Special Characteristics Measures				
Battery full charge voltage	C	C	C	C
Battery capacity in Ah	C	C	C	C
Range per charge	C	C	C	C
Charging time	C	C	C	C
No load current	C	C	C	C
No load current motor RPM	C	C	C	C
On-road current	C	C	C	C
Maximum Current	C	C	C	C
Battery maintenance	C	C	C	C

C - Check | CA - Check and Adjust | CL - Clean | CR - Check and Replacement
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SERVICE & SUPPORT-MAGNUS | VEHICLE MAINTENANCE SCHEDULE

	Free Service	Paid Service	Paid Service	Paid Service
Inspection Details	30daysor900kmwhichever is earlierfrom date of purchase	120daysor 3,000km whichever is earlierfromdate ofpurchase	210days or 6,000km whichever is earlierfromdate ofpurchase	Every 6 monthsor 5,000km whichever is earlier from previous service
Motor area examination, wire short, melting fusing, etc.	CR	CR	CR	CR
Controller examination for connector pins			CR	CR
DC-DC convertor examination for connector pins			CR	CR
Battery Li-ion-any abnormal smell or white gas while charging, Charging to be done in an isolated location with no flammable material around	CR	CR	CR	CR

TAKE CHARGE



C - Check | CA - Check and Adjust | CL - Clean | CR - Check and Replacement
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SERVICE & SUPPORT-MAGNUS | GENERAL INSTRUCTIONS TO THE AMPERE AUTHORISED DEALER

- Clean the e-scooter externally with dry and soft cloth.
- Inspect the front and rear brakes and adjust if required.
- Inspect throttle for free operation.
- Inspect all the lights, horn, display indicators and switches.
- Inspect and ensure correct tyre pressure in front and rear wheels.
- Inspect front and rear axle bearings.
- Inspect free movement of the front handle bar, adjust if required.
- Inspect the smooth operation and functioning of all the locks with the starting key.
- Inspect front and rear suspension system (Shock absorber) for proper operation.
- Inspect the harness for any short circuit, open circuit, any loose connections.
- Test the motor and ensure proper functioning.
- Test the controller and ensure proper functioning.
- Test the batteries and charger to ensure proper functioning.
- Inspect all nuts, bolts and screws, tighten if required.
- Inspect wheel run out. Start the vehicle on main stand and check smooth functionality of all parts. Take a test drive and ensure proper functioning of the e-scooter.
- Clean the e-scooter and handover to the customer.



MODEL NAME
REGISTRATION NUMBER
OWNER NAME
ADDRESS

MAGNUS
NEO

MOBILE NUMBER CITY

PIN

STATE

SOLD ON (DD/MM/YYYY)

INVOICE NUMBER

DATE

VIN/FRAME NO.

BATTERY NO.

MOTOR NO.

CONTROLLER NO.

CHARGER NO.

DC-DC CONVERTOR NO.

I hereby confirm that the warranty terms and conditions have been explained to me . I agree to use this vehicle as per the terms and conditions.

SIGN & SEAL
OF DEALER

CUSTOMER
SIGNATURE





I certify having taken the delivery of one Ampere **MAGNUS**
NEO bearing the following particulars:-

Invoice Number _____ Date of Sale _____

VIN / Frame No. _____

Motor No. _____

DC - DC Converter No. _____ Controller No. _____

Battery Number. _____ Charger No. _____

I have been explained by the dealer, about correct and safe driving habits, warranty terms and conditions, service schedules, mandatory electrical installation required at my place for battery charging, precautions while charging battery and maintenance tips. The vehicle has been delivered in factory fresh condition to my satisfaction.

Customer

Name _____ Signature _____

Authorised Dealer Name

Seal

_____ Signature _____





1st FREE SERVICE COUPON

30 days or 900 km, whichever comes earlier, after the date of sale.

COUPON NO.: VIN NO.:

MODEL:

MAGNUS
NEOSERVICED ON:

SERVICING DEALER STAMP & SIGN

SERVICE COUPONS

1st FREE SERVICE COUPON

30 days or 900 km, whichever comes earlier, after the date of sale.

COUPON NO.: MODEL **MAGNUS**
NEOVIN NO.:

DATE OF SALE

DATE OF SERVICE

SELLING DEALER CODE

SERVICING DEALER CODE

KMS COVERD

I hereby confirm that the job mentioned overleaf has been completed on my MAGNUS vehicle to my complete satisfaction.

CUSTOMER SIGNATURE

SERVICING DEALER STAMP & SIGN

1. Check & adjust the front and rear tyre pressure.
2. Check all bolt, nuts & screws for proper torque & adjust if necessary.
3. Check & adjust both brake cables.
4. Check the lock operation & ignition key for proper function.
5. Check all the light, horn, indicators & switches for proper function.
6. Check the cluster operations for proper function.
7. Check throttle for free operation.
8. Check free moment of handle bar and adjust if required.
9. Check front & rear brake operation and adjust if required.
10. Check front & rear wheel bearings for any noise/tightness/excessive play.
11. Check front & rear suspension for proper function/oil leakage.
12. Check wiring harness for any insulation damage/fouling.
13. Check the battery terminal cable connections for proper fitment.
14. Inspect the battery for any physical damage.
15. Check the electrical coupler for any loose connection/pin damage.
16. Check the proper functioning of main and side stand.
17. Start the vehicle in main stand and check smooth functioning of all components
18. Check the charger for proper functioning.
19. Check battery full charge voltage.
20. Check no load current & no load motor rpm.
21. Check on road current & maximum current.
22. Take test ride of the vehicle and ensure smooth function.
23. Clean the e-scooter externally with dry & soft cloth, do not use pressure wash.

Note : cost of consumables and spare parts not coming under warranty has to be paid by costumer.

GREAVES
ELECTRIC
MOBILITY

FOLLOW US ON:



AMPERE