

Everyday
Mobility Exciting

AMPERE
By GREAVES



REO PLUS

Amp it up.

OWNER'S MANUAL



FOREWORD

Dear User,

Thank you for Amping it Up!

Congratulations on purchasing the Ampere Reo Plus Electric Scooter and joining our growing numbers of quality-conscious EV customers with 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, we reserve the right to make changes at any time, without notice.

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INTRODUCTION

Electric Vehicles (EVs) are gaining a strong following across the country. With lower maintenance and running costs when compared to a conventional petrol vehicle, EVs also offer the added benefits of reduced carbon footprint and zero-emission.

Established in 2008, Ampere by Greaves has the firm backing of a lineage of 162 years. With an extensive dealer network across 250+ cities, you have the Ampere assurance wherever you go.

Ampere's range of trendy and cost-effective Electric Vehicles has taken the world of e-mobility by storm. With 13 years of EV experience under our belt, we make EVeryday Mobility Exciting.

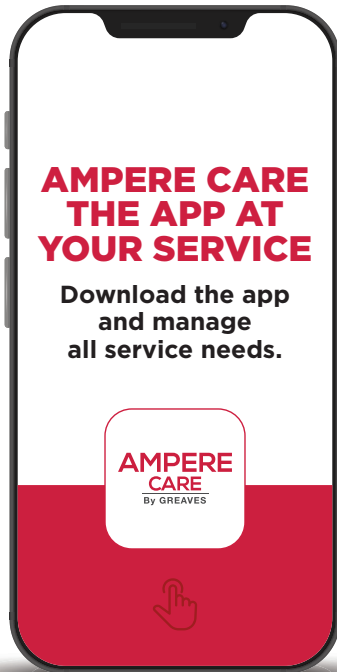
With your new Ampere Electric Vehicle, you get access to HOLA, the EV industry's first owner community where you can network with fellow Ampere lovers and get exclusive offers and discounts.

Get ready for the Reo Plus – it's time to Amp it Up.



*AS ON MAR'21

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Download the Ampere Care app

- Book your service with a tap.
- Track your service request on the go.
- Get service reminders in time.

HOLA, REO PLUS OWNER! | YOUR EV COMMUNITY

As a proud Reo Plus owner, you also get to be a part of HOLA – the Happy Owner's League of Ampere. It's India's first online EV owner community, where you get to meet other Ampere owners, just like you.

As a member of HOLA, you can enjoy these great benefits like:

- A personal HOLA Privilege Card
- Access to stylish HOLA merchandise
- Exclusive discounts and offers
- Special upgrades and referral bonuses
- Access to new product previews

You also get to contribute to Ampere's Green Initiatives and do your part in keeping the planet clean and green.



It's time to say HOLA to the
Reo Plus way of life.

Log in to our website
www.amperevehicles.com
for your e-HOLA card and unlock
multiple benefits coming your way.



SCAN THE QR CODE
TO KNOW MORE

AMPERE ASSURANCE



NEAR YOU, WITH YOU, ALWAYS

300+ SERVICE TOUCHPOINTS



PROFESSIONAL EXPERTISE

COMPANY-TRAINED TECHNICIANS
AT ALL DEALERSHIPS



SERVICE ON WHEELS*

FOR ROADSIDE ASSISTANCE



TOLL-FREE SUPPORT

FOR IMMEDIATE QUERIES



UP TO 2 YEARS WARRANTY*

FOR BATTERY, 1 YEAR WARRANTY FOR CHARGER,
MOTOR, CONTROLLER & CONVERTER



PROMPT & RELIABLE SERVICE

*T&C Apply.

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INTRODUCING YOUR REO PLUS | 1. BEFORE YOU BEGIN

| 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 wheels 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 while charging.

| Do not use the vehicle immediately after charging.

| Do not overload the vehicle with 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.

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

INTRODUCING YOUR REO PLUS | 1. BEFORE YOU BEGIN

1.1 Accelerating the vehicle

| Once seated firmly, gradually turn the throttle inwards so that the vehicle moves.

| 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.

1.2 Braking the vehicle

| It is most effective to use both the front and rear brakes gradually and simultaneously.

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

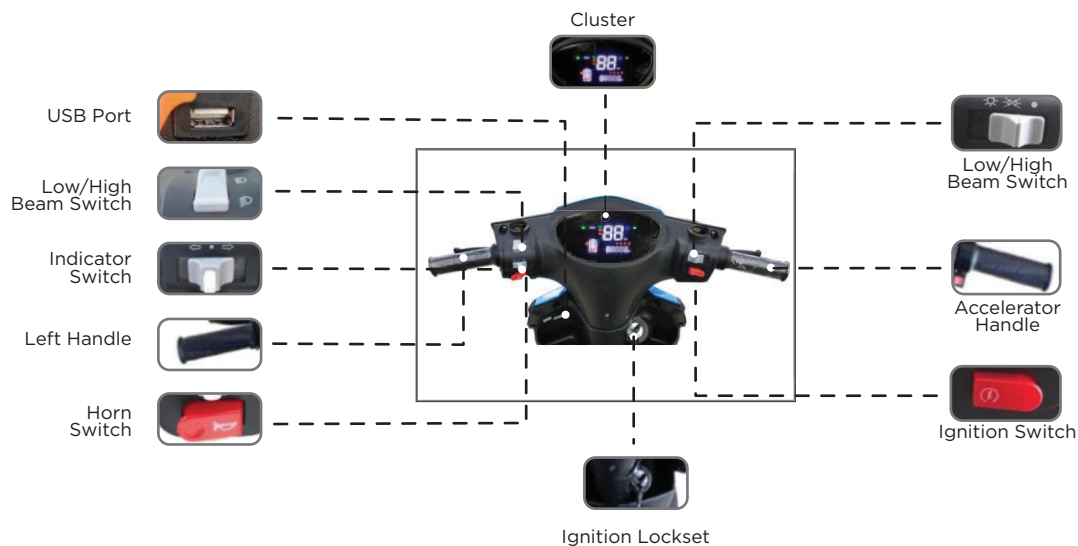
| Release the throttle and apply brake levers to reduce the speed of the vehicle gradually.

| Do not accelerate suddenly after applying the brakes.

| Ensure that the brake levers are released before accelerating.

INTRODUCING YOUR REO PLUS | 2. OVERVIEW

2.1 Vehicle and parts diagram



INTRODUCING YOUR REO PLUS | 2. OVERVIEW

2.1 Vehicle and parts diagram



INTRODUCING YOUR REO PLUS | 2. OVERVIEW

2.2 Control switches

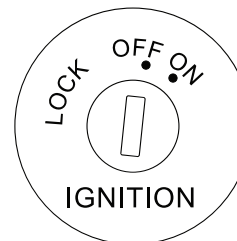
| Lock control

ON: Ignition ON

OFF: Ignition OFF

OPEN/PUSH: To
release SEAT LOCK

LOCK: Steering LOCK,
Ignition OFF



| To lock and unlock the steering:

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 REO PLUS | 2. OVERVIEW

2.2 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) Horn Button: Press the button to sound the horn.



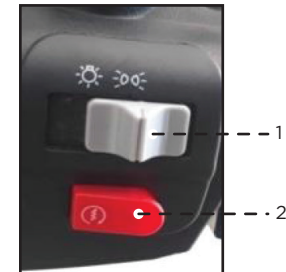
| Right handle switch control

1) Head Light Switch

Daylight Running Lamp. Tail Lamp 'ON'

Head Lamp 'ON'

2) Ignition Kill Switch

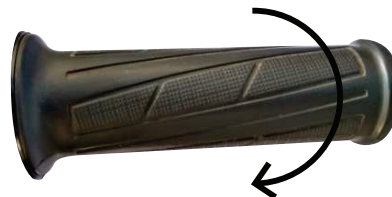


INTRODUCING YOUR REO PLUS | 2. OVERVIEW

2.2 Control switches

| Throttle control

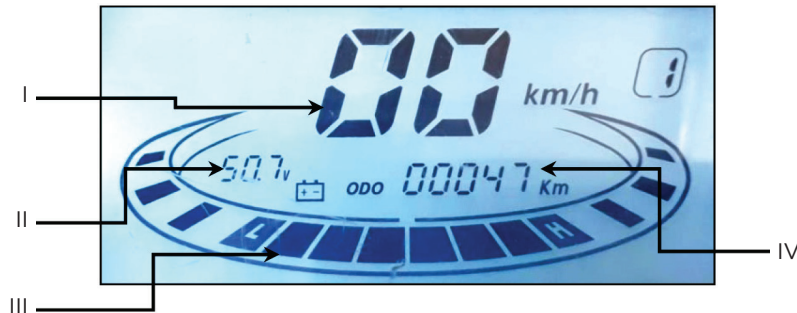
The throttle grip is placed at the right side of the handle bar. User can access the throttle to raise/lower the speed of the vehicle.



INTRODUCING YOUR REO PLUS | 2. OVERVIEW

2.3 Digital display

1. Speedometer
2. Battery voltage indicator
3. Battery level indicator
4. Odometer



INTRODUCING YOUR REO PLUS | 3. MAIN TECHNICAL PARAMETERS AND SPECIFICATIONS

MAX SPEED	25 Kmph
MAX LOADING CAPACITY	Recommended: 75 Kgs - Maximum: 120 Kgs
CHARGE TIME	5 to 6 Hrs
RANGE	58 ± 5 Kms with single Rider(75 Kgs)
GRADIENT	11° ± 2° (Single rider) & 8° ± 2° (Double rider)
BATTERY	48V, 28Ah Advanced Lithium Battery
CHARGER	48V, 6A Li
CONTROLLER	BLDC Vector Sine Wave
MOTOR POWER	250 Watts
BRAKE	Mechanical Drum
SUSPENSION	Front - Telescopic, Rear - Coil Spring
TYRE	3.00-10 4PR
WHEEL	2.15J x 10
DIMENSIONS (L x W x H)	1730 x 660 x 1200 mm
GROUND CLEARANCE	112 mm
WHEEL BASE	1334 mm

INTRODUCING YOUR REO PLUS | 4. BATTERY MAINTENANCE

The Ampere Reo runs on a 48V Lead Acid Battery.
The battery is crucial when it comes to the performance of the vehicle.
Therefore, maintaining the battery properly is of utmost importance.

4.1 Battery storage and usage

I. Environment Temperature

Operating Temperature	Charge	0 to 45°C
	Discharge	-20 to 45°C
Storage Temperature		-10 to 35°C

II. Precautions

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

INTRODUCING YOUR REO PLUS | 4. BATTERY MAINTENANCE

III. Battery should be charged to 50% every 2 months.

IV. Battery State of Charge (SOC) is between 30% to 40% in digital display when delivered by your dealer.

V. Avoid frequent charging. If the riding period is short, the battery need not be charged every time.

VI. The battery lifetime will increase if used in 50% SOC discharged (used).

VII. Frequently discharging the battery above 70% of Depth of Discharge (used) completely reduces the life of the battery.

VIII. Please do not use chargers other than the one provided with this battery. Other chargers may have a different charging profile, resulting in battery damage.

IX. Do not charge the battery for more than 10 hours.

X. Do not charge the battery immediately after fully discharging it. Give it a rest period of at least 30 minutes after use.

XI. 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.

XII. While transporting or handling the battery – do not throw or shake 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.

XIII. Check your house mains supply voltage levels. Low voltage levels may spoil the charger and/or the battery.

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

INTRODUCING YOUR REO PLUS | 4. BATTERY MAINTENANCE

XV. Release the throttle and apply both the brakes gradually to reduce the speed of the vehicle.

XVI. Avoid sudden acceleration and sudden braking while riding as this will affect the performance of the vehicle in the longterm.

XVII. Ensure that the brake levers are released before accelerating.

XVIII. Strictly do not charge the batteries close to flames and high temperatures.

XIX. The 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. This can result in a thermal runaway, leading to an inability to use the vehicle. Always try to park the vehicle under shade and try to charge the battery in a proper ventilated area.

XX. 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 it at 50% charge during this time.

XXI. When the battery is not in use for an extended period of time, remove the battery from the load for storage.

XXII. Always maintain the recommended tyre pressure to avoid capacity drop. The recommended tyre pressure for the Front Wheel is 30 to 32 PSI and the Rear Wheel is 35 to 38 PSI.

XXIII. 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.

XXIV. Do not modify the electrical components and wiring circuits on your own. This can cause operational faults, electric failure and other damage, thereby shortening the lifespan of the vehicle and endangering the safety of the user. Ampere will not be responsible for errors or faults caused due to the above reasons.

INTRODUCING YOUR REO PLUS | 4. BATTERY MAINTENANCE

4.2 Charger usage and maintenance

I. When charging, the charging indicator light glows red. After the vehicle is fully charged, the charging indicator light switches to green.

II. Firstly, connect the output cable of the charger into the battery pack's charging connector and then connect the input cable of the charger to the AC main power supply.

III. When the batteries are fully charged, (i.e., LED turns green), first unplug the input cable of the charger from the AC mains and then output cable from the battery pack.

IV. 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 stabiliser.

V. If there are frequent power failures, use a

spike buster.

VI. Please use the Ampere charger provided.

VII. Do not let the charger get wet so as to prevent damage, short circuiting and fires.

VIII. Never plug or unplug the charger using wet hands and do not touch the charger under bad weather conditions involving thunder or lightning.

IX. Do not keep the charger in dusty and damp surroundings.

X. Avoid using the charger under direct sunlight.

XI. Do not connect the charger to AC mains when not in use.

XII. Charge the vehicle in a properly ventilated area.

INTRODUCING YOUR REO PLUS | 4. BATTERY MAINTENANCE

4.3 Precautions while charging battery

- I. The power charging point is below the front end of the seat.
- II. Do not switch on the vehicle while the battery is being charged.
- III. Charge the battery away from children. Do ensure that they do not play with the appliance.
- IV. Do not charge the battery with any other brand of charger.
- V. The charger is made up of high voltage electric circuits – do not dismantle it.
- VI. Prevent liquid and metallic particles from entering the charger during use and storage.
- VII. This charger is designed for indoor use. Use the charger under dry and airy conditions.
- VIII. If you detect a weird smell or overheating during the charging process, please stop charging immediately and contact an Ampere service outlet or send the charger to an Ampere service outlet or retailer for servicing.
- IX. Charge the vehicle only in well-ventilated areas
- X. Do not attempt to recharge any non-rechargeable batteries.
- XI. If the supply cord is damaged, it must be replaced by an Ampere service outlet or retailer for servicing.

INTRODUCING YOUR REO PLUS | 5. SECURITY FEATURES

You can make use of the following security features.

- a) 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.
- b) 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.

INTRODUCING YOUR REO PLUS | 5. SECURITY FEATURES

5.1 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).

5.2 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.

17 DIGIT VIN NUMBER
MCPZXXXXXXXXXXXXXX



10 DIGIT
MOTOR NUMBER
60VZLXXXXX



TAKING CARE OF YOUR REO PLUS | 1. MAINTENANCE

1.1 Wheel usage and maintenance

FRONT WHEEL – Removing and re-fixing for tube 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 the 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 REO PLUS | 1. MAINTENANCE

1.1 Wheel usage and maintenance

REAR WHEEL – Removing and re-fixing for tube 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 REO PLUS | 2. PRE-DRIVE CHECKS

2.1 Check the wheels

a. 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.

b. Check for wear and tear or any other damage to the tyres.

c. Check if there are any nails, stones, glasses, or other material stuck to the tyre tube or if there is any damage to it.

d. 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	30 - 32
Rear	35 - 38

2.2 Check the lights and turn indicators

a. 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.

b. Check the front and rear brake lights functioning.

c. Check the turn indicators lights functioning.

TAKING CARE OF YOUR REO PLUS | 2. PRE-DRIVE CHECKS

2.3 Check the rear view mirror

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

2.4 Check the reflector

Make sure that the reflector is not dirty or damaged.

2.5 Check the handles

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

TAKING CARE OF YOUR REO PLUS | 3. 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.

3.1 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 place 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.

3.2 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 effectiveness in such weather conditions.

TAKING CARE OF YOUR REO PLUS | 4. 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 of a worn out or faulty battery. If so, change the battery.
- 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.

| If your charger does not charge or the power indicator light does not illuminate:

- Check whether there is alternating current power supply.
- Check whether the connection is bad at the input interface.

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

| If the charging indicator light does not work:

- Check whether the output connector is well connected.
- Check whether the battery can be used.

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

TAKING CARE OF YOUR REO PLUS | 4. TROUBLESHOOTING FAULTS

| If the charging indicator light is always red – check whether the battery is damaged.

When you eliminate the conditions above, please ask for help from the supplier; 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 the battery is fully charged.
- Check whether there are any short-circuits or a reverse connection.

| 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.

| Brake conditions to be checked.

FROM REO PLUS TO YOU | 1. SERVICE TERMS AND CONDITIONS

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

- Before any battery warranty claim, the batteries are to be charged and discharged for at least 6 consecutive cycles.
- Batteries are to be charged and discharged using the Ampere charger and discharger provided with the vehicle.
- Reports of charging and discharging must be sent to technicalsupport@amperevehicles.com.
- The batteries should not be kept in resting condition for a long period.
- The batteries should not be charged for more than 10 hours.
- Avoid exposing the vehicle to extreme weather conditions.

The user should follow all maintenance guidelines provided in the Manual to avail warranty claims.

REO PLUS OWNER'S MANUAL | 4. WARRANTY POLICY

Component	Life Cycle from Date of Purchase	Warranty Eligibility & Replacement Condition
Battery	2 Years	<p>Eligibility: BMS failure or capacity reduction beyond 60% of rated capacity</p> <p>Replacement: Battery pack service (or) BMS replacement (or) New Battery (or) Equivalent capacity battery replacement (based on inspection reports)</p>

Remarks:

- Measurement Standard for Remained Capacity: The capacity is measured at 25°C by fully charging such battery with Ampere offered charger and discharging the battery at 15A until battery BMS is cut off by Ampere offered discharger.
- Defective batteries or chargers need to be returned to the factory by the dealer or service centre.

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Component	Life Cycle from Date of Purchase	Warranty Eligibility & Replacement Condition
Motor, Controller, Charger & DC to DC Converter	1 Year	Defective part will be serviced or replaced with new part or equivalent age part

Remarks:

- For claimed components during the warranty period, dealers/distributors should offer Battery Inspection reports based on which, Ampere will take steps to replace or provide other options.
- In all cases, the warranty is applicable from the date of sale to the original purchaser.
- 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.
- During the warranty period, if any item/component is replaced, the warranty period will be from the date of sale/purchase and not from the date of replacement.

FROM REO PLUS TO YOU | 2. WARRANTY POLICY

- The right to determine whether the part needs repair, service, rectification or free replacement rests with Ampere only.
- Repairs and adjustments caused by improper maintenance, lack of required maintenance, or the misuse of electric components and battery, other than the way it is specified in the Owner's Manual, are not covered under warranty.
- Parts having undergone normal wear and tear and plastic parts are not covered under the warranty. Wires, bulbs, tyres and tubes are also not covered under warranty.
- Damage due to the negligence of customers, accidents and non-preventable events like floods, earthquakes and fires, etc., are not covered under warranty.
- The warranty is void if the original serial number on the frame or motor is removed, distorted or altered.
- Cosmetic or surface corrosion from stone chips or scratches in the paint is not covered under the warranty.
- The defective battery arising out of the free replacement under the warranty will become the property of Ampere and no scrap rebate will be provided.
- Further, the above-mentioned warranty shall, in no case, extend to the payment of any monetary considerations or replacements or return of the vehicle as a whole.
- Warranty repairs (parts and/or labour) will be made at no charge except for consumables. Repair and replacement of parts covered under this warranty will be carried out by Ampere or its authorised dealers only.

FROM REO PLUS TO YOU | 2. WARRANTY POLICY

- All expenses relating to sending or collecting the vehicle to or from Ampere or its authorised dealers under this warranty has to be borne by Ampere.
- Cleaning and polishing, replacement of parts undergoing wear and tear like worn brake pads and lining are normal maintenance services that all vehicles require and are not covered under the warranty. This must be done at the owner's expense only.
- Normal noise, vibration, wear and tear or deterioration such as discoloration, fading, deformation or blur and seat cover discoloration is not covered under the warranty

FROM REO PLUS TO YOU | 2. WARRANTY POLICY

| General void conditions:

- a. Transferred to a third party or to any other equipment/system/vehicle.
- b. Used in non-vehicular application.
- c. Uneven charging.
- d. Used in extreme temperature area which is more than the ambient temperature.
- e. Leaving battery under fully discharged condition for a long time.
- f. Damage due to fitment of additional accessories other than the original fitment.
- g. Battery cover is opened or attempted to open by force.
- h. Breakage of container and cover.
- i. Short circuit due to misuse or wrongful testing.
- j. Charging the batteries with other brand chargers/non-recommended chargers.
- k. Using unauthorised charging profiles and fast charging options.

FROM REO PLUS TO YOU | 2. WARRANTY POLICY

| Motor warranty void conditions:

- a. Motor screws are found open or missing.
- b. Water logging inside the motor.
- c. Axle broken due to misuse or collisions.
- d. Coil burnt due to usage in extreme climbing ramps (upward slope) for long duration or due to overloading vehicle beyond rated capacity.
- e. The wheel rim is damaged due to mishandling or collisions.
- f. Broken magnets due to over loading.
- g. The side cover is damaged or broken.
- h. Any kind of unauthorised welding is done on the motor or related parts.
- i. Wire damage, sleeve cut, crimping pins cut and wires twisted.
- j. Rusting of magnets and stator.
- k. The axle thread is damaged.
- l. The connectors are burnt.

| Warranty void conditions for controller, converter and charger:

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

FROM REO PLUS TO YOU | 2. WARRANTY POLICY

I Obtaining warranty service

I. The owner of the Ampere electric vehicle is responsible for delivering your vehicle to any authorised Ampere Dealer in order to obtain warranty service. Your Ampere Dealer will make the necessary repairs using Ampere genuine parts. While any Ampere Dealer will perform warranty service, Ampere recommends that the owner consults the dealer from whom the vehicle was bought because of their personal interest.

II. The owner of the Ampere vehicle is responsible for properly operating, maintaining and caring for your Ampere vehicle in accordance with the instructions contained in the Owner's Manual. If the vehicle is subject to continuous driving conditions, the owner should follow the maintenance requirements specified in the Owner's Manual.

III. The owner of the Ampere electric vehicle is responsible to track and maintain records of the maintenance documents since it might serve as proof to verify that the required maintenance has been performed. The owner may request the dealer for maintenance/repair work.

FROM REO PLUS TO YOU | 2. WARRANTY POLICY

| Customer satisfaction

At Ampere, we are proud of our complete commitment to quality, design, workmanship and customer satisfaction. Every Ampere authorised dealer should carry the mandatory tools and equipment. Necessary training has been provided to our authorised dealers for both servicing and repairing Ampere vehicles.

Information Needed

In the event of a problem, please be prepared with the following information:

- An accurate description of the problem including the conditions under which it occurs.
- Vehicle Identification Number / Frame Number / Motor Number.
- Proof of Date of Purchase.
- Selling and servicing dealer.
- Service history of the vehicle.

FROM REO PLUS TO YOU | 2. WARRANTY POLICY

For the fastest possible response, we suggest you to follow the procedures outlined in the listed order.

Step 1: Talk to your Ampere Dealer

- This is the most direct way to resolve the problems. Every Ampere Dealer is ultimately responsible for providing the service and repairs needed.
- First talk to the Dealer Service Manager or to the Customer Relations Staff. Explain the condition fully. If you feel that your problem has not been resolved, speak with the Dealer's owner, who is most interested in your satisfaction and patronage.

Step 2: If your Ampere Dealer is unable to provide a solution, contact Ampere.

If you are unsatisfied with the service you received or would like to give us feedback or suggestions on our products, please do call **1800 123 9262**.

You can also reach us via email at **support@amperevehicles.com**.

FROM REO PLUS TO YOU | 3. 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 vehicles 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 sealed and signed 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.

FROM REO PLUS TO YOU | 4. VEHICLE MAINTENANCE SCHEDULE

	Free Service	Free Service	Free Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service
Inspection Details	30 days or 900 km whichever is earlier from date of purchase	120 days or 3,600 km whichever is earlier from date of purchase	300 days or 6,300 km whichever is earlier from date of purchase	420 days or 9,000 km whichever is earlier from date of purchase	570 days or 11,700 km whichever is earlier from date of purchase	750 days or 14,400 km whichever is earlier from date of purchase	875 days or 17,100 km whichever is earlier from date of purchase	1,000 days or 19,800 km whichever is earlier from date of purchase	1,100 days or 22,000 km whichever is earlier from date of purchase
Service Date									
Card Number									
Visual Examination									
Plastic parts - scratches and damages	I	I	I	I	I	I	I	I	I
Lighting system - scratches and damages	I	I	I	I	I	I	I	I	I
Tyre (Check wear marking)	C	C	C	C	CR	CR	CR	CR	CR
Tyre pressure F&R	CA	CA	CA	CA	CA	CA	CA	CA	CA
Check all bolts, nuts and screws - tighten if required. Check wheel runout.	CA	CA	CA	CA/CR for rusting	CA/CR for rusting	CA/CR for rusting	CA/CR for rusting	CA/CR for rusting	CA/CR for rusting
Clean the e-scooter externally with dry and soft cloth	CL	CL	CL	CL	CL	CL	CL	CL	CL

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

FROM REO PLUS TO YOU | 4. VEHICLE MAINTENANCE SCHEDULE

	Free Service	Free Service	Free Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service
Inspection Details	30 days or 900 km whichever is earlier from date of purchase	120 days or 3,600 km whichever is earlier from date of purchase	300 days or 6,300 km whichever is earlier from date of purchase	420 days or 9,000 km whichever is earlier from date of purchase	570 days or 11,700 km whichever is earlier from date of purchase	750 days or 14,400 km whichever is earlier from date of purchase	875 days or 17,100 km whichever is earlier from date of purchase	1,000 days or 19,800 km whichever is earlier from date of purchase	1,100 days or 22,000 km whichever is earlier from date of purchase
Functional Examination									
Both brake cables	CA	CA	CA	CA/CR	CA/CR	CA/CR	CA/CR	CA/CR	CA/CR
Operation of all locks	CA	CA	CA	CA	CA	CA	CA	CA	CA
Check all the lights, horn, display indicators and switches	CA	CA	CA	CA/CR	CA/CR	CA/CR	CA/CR	CA/CR	CA/CR
Motor operation	CA	CA	CA	CA	CA	CA	CA	CA	CA
Rear and front brake operation	CA	CA	CA	CA	CA	CA	CA	CA	CA
Movement of wheel and their free operation	CA	CA	CA	CA	CA	CA	CA	CA	CA
Check throttle for free operation	CA	CA	CA	CA	CA	CA	CA	CA	CA
Front and rear suspension functions	CA	CA	CA	CA	CA	CA	CA	CA	CA

FROM REO PLUS TO YOU | 4. VEHICLE MAINTENANCE SCHEDULE

	Free Service	Free Service	Free Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service
Inspection Details	30 days or 900 km whichever is earlier from date of purchase	120 days or 3,600 km whichever is earlier from date of purchase	300 days or 6,300 km whichever is earlier from date of purchase	420 days or 9,000 km whichever is earlier from date of purchase	570 days or 11,700 km whichever is earlier from date of purchase	750 days or 14,400 km whichever is earlier from date of purchase	875 days or 17,100 km whichever is earlier from date of purchase	1,000 days or 19,800 km whichever is earlier from date of purchase	1,100 days or 22,000 km whichever is earlier from date of purchase
Functional Examination									
Movement of the handle bar	CA	CA	CA	CA	CA	CA	CA	CA	CA
Check front and rear axle bearings	CR	CR	CR	CR	CR	CR	CR	CR	CR
Check free movement of front handle bar, adjust if required	CA	CA	CA	CA	CA	CA	CA	CA	CA
Check front and rear suspension systems (shock absorber) for proper operation and oil leakage	CA	CA	CA	CA/CR	CA/CR	CA/CR	CA/CR	CA/CR	CA/CR
Start the vehicle on main stand and check smooth functionality of all parts	CA	CA	CA	CA	CA	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

FROM REO PLUS TO YOU | 4. VEHICLE MAINTENANCE SCHEDULE

	Free Service	Free Service	Free Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service
Inspection Details	30 days or 900 km whichever is earlier from date of purchase	120 days or 3,600 km whichever is earlier from date of purchase	300 days or 6,300 km whichever is earlier from date of purchase	420 days or 9,000 km whichever is earlier from date of purchase	570 days or 11,700 km whichever is earlier from date of purchase	750 days or 14,400 km whichever is earlier from date of purchase	875 days or 17,100 km whichever is earlier from date of purchase	1,000 days or 19,800 km whichever is earlier from date of purchase	1,100 days or 22,000 km whichever is earlier from date of purchase
Internal Examination									
Wiring cut/damages	CR	CR	CR	CR	CR	CR	CR	CR	CR
Battery bulge/damage	CR	CR	CR	CR	CR	CR	CR	CR	CR
Battery loop cable connections	CA	CA	CA	CA	CA	CA	CA	CA	CA
MCB connections	CA	CA	CA	CA/CR	CA/CR	CA/CR	CA/CR	CA/CR	CA/CR
Electrical couplers and joints	CR	CR	CR	CR	CR	CR	CR	CR	CR
Health of motor and battery cables (any melting/ lose connection)	CR	CR	CR	CR	CR	CR	CR	CR	CR

FROM REO PLUS TO YOU | 4. VEHICLE MAINTENANCE SCHEDULE

	Free Service	Free Service	Free Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service
Inspection Details	30 days or 900 km whichever is earlier from date of purchase	120 days or 3,600 km whichever is earlier from date of purchase	300 days or 6,300 km whichever is earlier from date of purchase	420 days or 9,000 km whichever is earlier from date of purchase	570 days or 11,700 km whichever is earlier from date of purchase	750 days or 14,400 km whichever is earlier from date of purchase	875 days or 17,100 km whichever is earlier from date of purchase	1,000 days or 19,800 km whichever is earlier from date of purchase	1,100 days or 22,000 km whichever is earlier from date of purchase
Special Characteristics Measures									
Battery full charge voltage (in volts)	C	C	C	C	C	C	C	C	C
Battery capacity in Ah	C	C	C	C	C	C	C	C	C
Range per charge	C	C	C	C	C	C	C	C	C
Charging time	C	C	C	C	C	C	C	C	C
No load current	C	C	C	C	C	C	C	C	C
No load motor RPM	C	C	C	C	C	C	C	C	C
On-road current	C	C	C	C	C	C	C	C	C
Maximum current	C	C	C	C	C	C	C	C	C
Battery maintenance*	C	C	C	C	C	C	C	C	C

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

Everyday
Mobility Exciting

FROM REO PLUS TO YOU | 4. VEHICLE MAINTENANCE SCHEDULE

	Free Service	Free Service	Free Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service	Paid Service
Inspection Details	30 days or 900 km whichever is earlier from date of purchase	120 days or 3,600 km whichever is earlier from date of purchase	300 days or 6,300 km whichever is earlier from date of purchase	420 days or 9,000 km whichever is earlier from date of purchase	570 days or 11,700 km whichever is earlier from date of purchase	750 days or 14,400 km whichever is earlier from date of purchase	875 days or 17,100 km whichever is earlier from date of purchase	1,000 days or 19,800 km whichever is earlier from date of purchase	1,100 days or 22,000 km whichever is earlier from date of purchase
Safety and Special Examination at 6300 Kms									
Isolation breakage at 60V: done through a Megger			C						
Hall effect sensor examination - check presence of pulses			C						
Motor area examination, wire short, melting, fusing, etc.	CR	CR	CR	CR	CR	CR	CR	CR	CR
Controller examination for connector pins			CR	CR	CR	CR	CR	CR	CR
DC-DC convertor examination for connector pins			CR	CR	CR	CR	CR	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	CR	CR	CR	CR	CR

FROM REO PLUS TO YOU | 5. GENERAL INSTRUCTIONS TO THE AMPERE AUTHORISED DEALER

- Clean the e-scooter externally with dry and soft cloth.
- Check the front and rear brakes and adjust if required.
- Check throttle for free operation.
- Check all the lights, horn, display indicators and switches.
- Check and ensure correct tyre pressure in front and rear wheels.
- Check front and rear axle bearings.
- Check free movement of the front handle bar, adjust if required.
- Check the smooth operation and functioning of all the locks with the starting key.
- Check front and rear suspension system (Shock absorber) for proper operation.
- Check the harness for any short circuit, open circuit, any loose connections.
- Test the hub motor and ensure proper functioning.
- Test the controller and ensure proper functioning.
- Test the batteries and charger to ensure proper functioning.
- Check all nuts, bolts and screws, tighten if required.
- Check 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.

WARRANTY CARD

CUSTOMER COPY

AMPERE
By GREAVES

MODEL NAME

REGISTRATION NUMBER

OWNER NAME

ADDRESS

MOBILE NUMBER

CITY

STATE

PIN

SOLD ON (DD/MM/YYYY)

INVOICE NUMBER

DATE

VIN/FRAME NO.

MOTOR NO.

DC TO DC CONVERTOR NO.

BATTERY NO.

CHARGER NO.

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

EVeryday
Mobility Exciting

**SIGN & SEAL
OF DEALER**

**CUSTOMER
SIGNATURE**



WARRANTY CARD

DEALER COPY

AMPERE
By GREAVES

MODEL NAME

REGISTRATION NUMBER

OWNER NAME

ADDRESS

MOBILE NUMBER

CITY

STATE

PIN

SOLD ON (DD/MM/YYYY)

INVOICE NUMBER

DATE

VIN/FRAME NO.

MOTOR NO.

DC TO DC CONVERTOR NO.

BATTERY NO.

CHARGER NO.

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

EVeryday
Mobility Exciting

**SIGN & SEAL
OF DEALER**

**CUSTOMER
SIGNATURE**



AMPERE

By GREAVES

EVeryday
Mobility Exciting

AMPERE

By GREAVES

1ST FREE SERVICE COUPON

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

NO.:

VIN NO.:

MODEL **REO PLUS**

SERVICED ON

SERVICING DEALER STAMP & SIGN

EVeryday
Mobility Exciting

1ST FREE SERVICE COUPON

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

NO.:

MODEL **REO PLUS**

VIN NO.:

DATE OF SALE

DATE OF SERVICE

SELLING DEALER CODE

SERVICING DEALER CODE

KMS COVERED

*I certify that the job mentioned overleaf has been completed on my
Reo Plus vehicle to my complete satisfaction.*

CUSTOMER SIGNATURE

SERVICING DEALER
STAMP & SIGN

FREE SERVICE INSTRUCTIONS TO SERVICE DEALER

- Refer to the general instructions to service dealer on page 48.
- Battery check compulsory as given below:

Inspection parameters	Value	Inspection parameters	Value
Visual check (bulging/damage)		Vehicle speed (kmph)	
Voltage after full charge (V)		No load current (A)	
Discharge duration (minutes)		Range per charge (km)	
Charging current (A)		Charging time (minutes)	

- All the complaints registered by the customer should be fully resolved and verified before e-scooter delivery.
- Customer should not be charged for the replacement of any spares covered under the warranty.
- The cost of the consumables or spares that are not covered under the warranty should be paid by the customer.

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

SERVICE COUPONS

AMPERE

By GREAVES

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Mobility Exciting

AMPERE

By GREAVES

2ND FREE SERVICE COUPON

120 days or 3,600 km,
whichever comes earlier,
after the date of sale.

NO.:

VIN NO.:

MODEL **REO PLUS**

SERVICED ON

SERVICING DEALER STAMP & SIGN

EVeryday
Mobility Exciting

2ND FREE SERVICE COUPON

120 days or 3,600 km, whichever comes earlier,
after the date of sale.

NO.:

MODEL **REO PLUS**

VIN NO.:

DATE OF SALE

DATE OF SERVICE

SELLING DEALER CODE

SERVICING DEALER CODE

KMS COVERED

*I certify that the job mentioned overleaf has been completed on my
Reo Plus vehicle to my complete satisfaction.*

CUSTOMER SIGNATURE

SERVICING DEALER
STAMP & SIGN

FREE SERVICE INSTRUCTIONS TO SERVICE DEALER

- Refer to the general instructions to service dealer on page 48.
- Battery check compulsory as given below:

Inspection parameters	Value	Inspection parameters	Value
Visual check (bulging/damage)		Vehicle speed (kmph)	
Voltage after full charge (V)		No load current (A)	
Discharge duration (minutes)		Range per charge (km)	
Charging current (A)		Charging time (minutes)	

- All the complaints registered by the customer should be fully resolved and verified before e-scooter delivery.
- Customer should not be charged for the replacement of any spares covered under the warranty.
- The cost of the consumables or spares that are not covered under the warranty should be paid by the customer.

120 days or 3,600 km, whichever comes earlier, after the date of sale.

SERVICE COUPONS

AMPERE

By GREAVES

EVeryday
Mobility Exciting

AMPERE

By GREAVES

3RD FREE SERVICE COUPON

300 days or 6,300 km,
whichever comes earlier,
after the date of sale.

NO.:

VIN NO.:

MODEL **REO PLUS**

SERVICED ON

SERVICING DEALER STAMP & SIGN

EVeryday
Mobility Exciting

3RD FREE SERVICE COUPON

300 days or 6,300 km, whichever comes earlier,
after the date of sale.

NO.:

MODEL **REO PLUS**

VIN NO.:

DATE OF SALE

DATE OF SERVICE

SELLING DEALER CODE

SERVICING DEALER CODE

KMS COVERED

*I certify that the job mentioned overleaf has been completed on my
Reo Plus vehicle to my complete satisfaction.*

CUSTOMER SIGNATURE

SERVICING DEALER
STAMP & SIGN

FREE SERVICE INSTRUCTIONS TO SERVICE DEALER

- Refer to the general instructions to service dealer on page 48.
- Battery check compulsory as given below:

Inspection parameters	Value	Inspection parameters	Value
Visual check (bulging/damage)		Vehicle speed (kmph)	
Voltage after full charge (V)		No load current (A)	
Discharge duration (minutes)		Range per charge (km)	
Charging current (A)		Charging time (minutes)	

- All the complaints registered by the customer should be fully resolved and verified before e-scooter delivery.
- Customer should not be charged for the replacement of any spares covered under the warranty.
- The cost of the consumables or spares that are not covered under the warranty should be paid by the customer.

300 days or 6,300 km, whichever comes earlier, after the date of sale.

SERVICE COUPONS

OTHER PRODUCTS | CONSUMER PRODUCTS



Reo

Zeal

Elite

Magnus 60

V48

VEHICLE CARE GUIDE | DO-IT-YOURSELF GUIDE

Scan the below QR codes to explore our simple vehicle care guide.



Converter and
controller
replacement



Rear brake cable
replacement 1



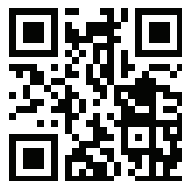
Rear brake cable
replacement 2



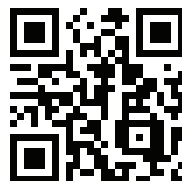
Rear brake cable
replacement 3



Rear wheel -
How to remove



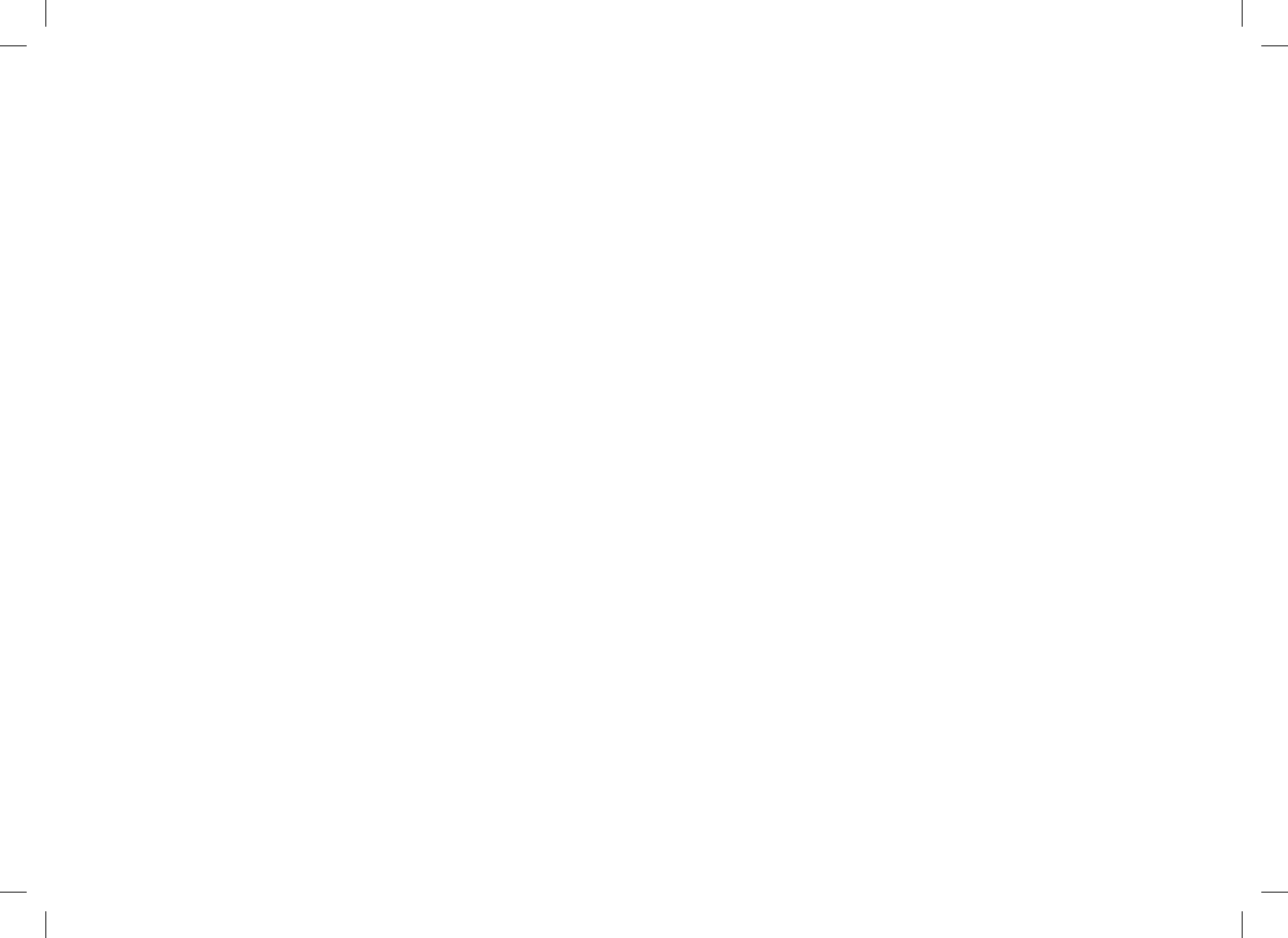
Rear wheel -
How to refit



Save battery while
in idle condition



Software
update



AMPERE

By GREAVES

Test ride on call: (1800) 123 9262 | amperevehicles.com