

The logo for KOLLTER features a stylized 'K' on the left, composed of three overlapping diagonal shapes in red, orange, and yellow. To the right of the 'K', the word 'KOLLTER' is written in a bold, black, sans-serif font.

**KOLLTER**

**2020/2021 model year**

**Warranty Manual**

**JIANGSU KEYROAD TRANSPORTATION TECHNOLOGY CO.,LTD**

**ES1-S \ ES1-X**  
**ES MTB \ BANSHEE**  
**Warranty Manual**

**JIANGSU KEYROAD TRANSPORTATION TECHNOLOGY CO.,LTD**

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## Warranty registration form

Year:		Model:	
Frame no.:			
Motor no.:			
Date of purchase:			
User's name:			
User's address:			
User's contact number:			

Note: this form shall be filled in by the user and torn off by the dealer for record.

# Warranty Policy

Thank you very much for choosing the KOLLTER . In order to provide users with a full range of service guarantee, in accordance with relevant laws, regulations and national regulations on Three Guarantees of after-sales service, and in combination with product characteristics, after-sales The specific provisions on after-sales service are as follows:

**Off road use vehicle warranty is limited to 3 months , all warranty claims are subject to manufacture defected parts only. Improper use , damage by human factor, scratches , is not covered in the warranty.**

## Street vehicle only

- ❖ The core components (frame, motor, battery) of the vehicle are guaranteed for one year or accumulated mileage of 10,000 . Subject to the first achieved deadline or mileage . The warranty for other parts is implemented in accordance with the "Three Guarantees of Parts and Components" standard. All other parts 90 days warranty. All warranty claims are subject to manufacture defected parts only. Damaged , broken parts, scratches, wear, paint scratches caused by human factor is not covered in the warranty
- ❖ Within the warranty period, the service provider Kollter will provide free repair and replacement. For maintenance beyond the "Three Guarantees" service period or scope, the service provider will provide paid services according to the local market conditions and maintenance prices.
- ❖ The warranty period of the sold goods shall be calculated from the date the user signs for the goods.

## "Three Guarantees" for components and parts

Part name	"Three Guarantee" standards	Non-Three Guarantee	Guarantee period
Lithium battery	<p>The lithium battery is used after charging in the specified using environment, and there are faults such as abnormal voltage, unchargeable and less than 60% of the capacity without external force impact. In this case, the Three Guarantee service is provided (the battery can't recycle the Three Guarantees, and the Three Guarantees period for replaced battery is</p>	<p>Disassembling the battery pack by yourself, results in the damage of the internal core connection (due to the complicated connection of the battery pack, it is not recommended for users to disassemble the battery pack by themselves)</p>	<p>12 months or 10,000mile , which comes first (replace the battery within the first 3 months or 5000 kilometers, and provide maintenance within the next 11 months. If you replace the ECU or purchase lithium battery pack separately, the Three Guarantees only applied to the period within 12 months, not</p>

Part name	"Three Guarantee" standards	Non-Three Guarantee	Guarantee period
	calculated according to the remaining date of the Three Guarantees period for the original battery).		your mileage).
Motor	Coil phase loss, burnout, magnetic steel demagnetization, shedding, etc, such as these quality problems which can't be repaired.	1.Internal circuit damage caused by self-disassembling the motor 2.Motor damage caused by human factors	12 months or 10,000 miles
Frame	1.Welding falling off, welding missing, virtual welding	1.Damage caused by human factors or improper use	12 months or 10,000 miles

Part name	“Three Guarantee”standards	Non-Three Guarantee	Guarantee period
	2.Crack at key position and frame fracture 3.Cannot be registered due to unclear frame code printing	2.Manual modification of the frame structure 3.Manual modification of vehicle structure	
Controller	1.Internal damage, no voltage regulation 2.No DC output, high supply voltage	Damage caused by self-modification of the internal circuit or structure of the controller	12 months
Instrument	1.LCD meter does not display or display incompletely 2.The LCD meter display is not accurate	Human factors caused scratches and damage to the instrument	3 months

Part name	"Three Guarantee" standards	Non-Three Guarantee	Guarantee period
	3.Date display is not normal		
Charger	<ul style="list-style-type: none"> <li>1.Unable to charge due to the circuit problem</li> <li>2.Charging signal does not convert</li> </ul>	<ul style="list-style-type: none"> <li>1.Internal structure changed, line modification</li> <li>2.It is normal after test</li> </ul>	3 months
converter	<ul style="list-style-type: none"> <li>1. Internal damage, no voltage regulation</li> <li>2.No DC output, high supply voltage</li> </ul>	Normal operation after test	3 months



Part name	“Three Guarantee” standards	Non-Three Guarantee	Guarantee period
Anti-theft device	1.Unable to remotely unlock, lock, etc. 2.Internal circuit is damaged and cannot be used for function	1.The remote control is missing, or the internal structure or wiring has been changed  2.Normal operation after test	12 months
Main harness	1.Short circuit, open circuit, ablation, etc. cannot be repaired during use (under the correct use of wire bundles) 2.The problem of the line itself, not caused by improper installation	1.Alter the circuit by oneself, or damage artificially 2.Cable surface wear (non-vehicle structural problem)	12 months

Part name	“Three Guarantee” standards	Non-Three Guarantee	Guarantee period
Headlight	Headlight quality problems cause malfunction	Artificial wiring caused headlamp damage	3 months
Handlebar	<ol style="list-style-type: none"> <li>1.The direction is uneven on both sides</li> <li>2.Different lengths of two sides</li> <li>3.cracking</li> </ol>	Deformation or damage of the direction tube due to human factors or improper use	3 months
Steering column	<ol style="list-style-type: none"> <li>1.Direction column riser and lower plate desoldering</li> <li>2.Cracking</li> </ol>	Deformation or damage caused by human factors or improper use	3 months
Rear fork	Cracking	1.Damage caused by human factors or improper use	3 months

Part name	"Three Guarantee" standards	Non-Three Guarantee	Guarantee period
		2.The user changes the state.	
shock absorp tion	1.The fork pipe of the bottom tube breaks when the shock absorption is in normal use 2.Severe leakage of Front shock absorbing oil seal 3. Rear shock absorption oil leakage, joint dis-soldering 4.Rear shock damper piston rod break	1.Improper use causes obvious damage and oil leakage 2.Parts have been replaced, disassembled and cannot be restored 3.The shock absorber was obviously bruised. 4.Shock absorption soft or hard (by human factors) 5.Self - modification, overload cause the	3 months

Part name	“Three Guarantee” standards	Non-Three Guarantee	Guarantee period
		shock absorber rod deflection	
Wheel hub	1.Layer up, fracture of wheel rim 2.Due to the quality problem of the front wheel hub, the disc brake is stuck and unable to rotate 3.Wheel hub fracture 4.Wheel deformation	1.Due to improper use and maintenance, the wheel hub is deformed, scratched and bruised, as well as damages due to overload 2.Deformation due to collision	3 months
Horn	Due to the quality problem of horn, it cannot work normally	Normal operation after test	3 months

Part name	“Three Guarantee” standards	Non-Three Guarantee	Guarantee period
Key set	1.Front lock failure 2.Seat lock failure	1.The whole motorcycle lock is broken by the iron 2.Improper use causes damage to the lock body	3 months
Brake system	1.Fracture or fall off due to material problems 2.Hydraulic brake system causes brake failure because of leakage gas, air resistance, pump pressure drop, brake caliper blockage 3.The brakes are constantly powered and cannot be repaired	1.Hydraulic disc brake upper and lower pump assemble leaks oil after improper disassemble 2.The hydraulic disc brake is not working properly because it is oil-free, but the hydraulic disc brake itself is not damaged. 3.Brake pads wear 4.Self-modification	3 months

Part name	"Three Guarantee" standards	Non-Three Guarantee	Guarantee period
		causes damage to the brake system	
Handle	The speed control cannot be adjusted due to the circuit and structure problems of handle	Abnormal use causes handle do not work normally	3 months
Headlight	Due to the quality problem of headlight, it cannot work normally	Damage to the headlight due to artificial modification of line	3 months
Tail light assemble	Due to the quality problem of tail light, it cannot work normally	Damage to the tail light due to artificial modification of line	3 months
Turn signal	Due to the quality problem	Damage to the turn	3 months

Part name	"Three Guarantee" standards	Non-Three Guarantee	Guarantee period
	of turn signal, it cannot work normally	signal due to artificial modification of line	
License plate lamp	Due to the quality problem of license plate lamp, it cannot work normally	Damage to the license plate lamp due to artificial modification of line	3 months
Left and right switch assembly	<ol style="list-style-type: none"> <li>1.Switch is out of order, open and closed cannot be in place or reset</li> <li>2.Switch quality problems cause the buttons to fall off and break</li> <li>3.Short circuit, open circuit, poor contact in the switch</li> <li>4.Switch circuit is not</li> </ol>	<ol style="list-style-type: none"> <li>1.Artificial change of line</li> <li>2.Parts are missing and not matching</li> </ol>	3 months

Part name	"Three Guarantee" standards	Non-Three Guarantee	Guarantee period
	matched		
Side s stand	Fracture and desoldering	1.Deformation or damage caused by human factors or improper use 2.Scratches on surface caused by human factors 3.Self change or repair(such as welding)	3 months
Seat	Splitting and cracking due to the quality of the seat cushion	The surface of seat is damaged and fractured by human factors	3 months
Plastic outside part	Peeling and cracking area due to baking problems can	Damage caused by human factors	3 months



Part name	"Three Guarantee" standards	Non-Three Guarantee	Guarantee period
of whole motorcycle	be replaced above 1 square centimeter		
Air switch	Do not automatic disconnect and protect when overvoltage and overcurrent	Normal operation after test	3 months
Tire	Crack, bulge, broken wire	1.Normal wear 2.Artificial damage 3.External damage	1 month

## **Other non-Three Guarantees specification**

- ❖ Take above chart as benchmark, Exceeding the time limit and scope of the prescribed "three guarantees" shall be regarded as exceeding the "three guarantees" service.
- ❖ Light bulbs, brake pads, motor covers, rearview mirrors, pull wires, screw nuts and other standard parts, decorative parts, black parts, treads, chains, chain links, chain guides, switches, nozzles and other spare parts are not three guarantees parts and do not enjoy the "Three Guarantees" service.
- ❖ Normal maintenance services, including but not limited to: replacing gear oil, checking tires, checking brakes, adjusting brakes, changing brake fluid, checking electrical system, checking chain tension, adjusting chain tension, replacing chains, checking batteries package, not within the scope of "Three Guarantees"
- ❖ Advertising and promotion categories, gift items, sound size, soft touch and other sensory and cognitive projects
- ❖ Damage caused by smoke, earthquake, typhoon, flood, fire, lightning, chemical corrosion, etc

- ❖ Not repaired by Kollter service provider, self-modification, decomposition, and destruction parts; damage of other parts caused by using non-original parts, unauthorized alteration of circuit and configuration, these do not within the scope of three guarantees
- ❖ Damage caused by collision, crash, overspeed, overload, self-modification, unused original parts, failure to follow the instructions, etc.
- ❖ No invoice, warranty card, ticket or ticket does not match
- ❖ Tear down trademarks or seals of controllers, chargers and other parts do not enjoy maintenance service

# Maintenance record sheet

In order to better enjoy our maintenance content, please be sure to carry out repair and maintenance services at our designated authorized dealers, and make a record and stamp the dealer seal.

Model:	Vin number:	Motor number:
The first service date: _____ mileage: _____		
The second service date: _____ mileage: _____		
The third service date: _____ mileage: _____		

The fourth service date: _____ mileage: _____	
The fifth service date: _____ mileage: _____	
The sixth service date: _____ mileage: _____	
The seventh service date: _____ mileage: _____	
The eighth service date: _____ mileage: _____	
The ninth service date: _____ mileage: _____	

The tenth service date: _____ mileage: _____	
The eleventh service date: _____ mileage: _____	
The twelfth date: _____ mileage: _____	
The thirteenth service date: _____ mileage: _____	
The fourteenth service date: _____ mileage: _____	
The fifteenth service date: _____ mileage: _____	

The sixteenth service date: _____ mileage: _____	
The seventeenth service date: _____ mileage: _____	
The eighteenth service date: _____ mileage: _____	
The nineteenth service date: _____ mileage: _____	
The twentieth service date: _____ mileage: _____	

