

BY GREAVES ELECTRIC MOBILITY

HAR GULLY ELECTRIC



AMPERE

INTRODUCING

PRIMUS





Our electric vehicles are a product of immense research and innovation, carefully designed to power India through New Age Energy.

In this ambitious journey, we want to change the way India moves, starting with the gullies. Why gullies? Because they are the threads that inspire the culture and weave the stories of India.

Take charge of your journey with us and our sustainable mobility. Let's make Every Gully Electric, and ride towards a greener planet.



Dear User,

Congratulations on purchasing the Ampere Primus 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 Primus. 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 15+ years of EV experience under our belt, we make EVeryday Mobility exciting.

TAKE CHARGE

15 YEARS
OF ELECTRIC VEHICLES EXPERIENCE

1.6+*
BILLION ELECTRIC KILOMETRES

25,00,000 +*
EQUIVALENT TO PLANTING TREES

2,30,000+*
HAPPY CUSTOMERS & GROWING

400,00,000+*
LITRES OF PETROL SAVED

*As on September 2023



AMPERE
CARE
ALWAYS THERE



NEAR YOU, WITH YOU,
ALWAYS
PAN INDIA SERVICE TOUCHPOINTS



PROFESSIONAL
EXPERTISE
COMPANY - TRAINED TECHNICIANS
AT ALL DEALERSHIPS

TAKE CHARGE



ROADSIDE ASSISTANCE



TOLL-FREE SUPPORT
FOR IMMEDIATE QUERIES
1800-123-9262



3 YEARS
WARRANTY + EXTENDED
WARRANTY OPTIONS



PROMPT &
RELIABLE SERVICE



Content

Introducing your Primus:

Before you Begin	05
Overview	07
- Handlebar Controls	09
- Lockset & Control Switches	10
- LH & RH Control Identification	11
- Digital Display	12
Main technical parameter and Specifications	13
Battery Maintenance	16
Safety & Security Features	21
Additional Features	22

Taking Care of your Primus:

Pre-drive Checks	24
Regular Checks	25

Service & Support - Primus:

Warranty Policy	26
General Instructions to Ampere Dealers	35
Warranty Cards	36
Service Coupons	38



Introducing your Primus | Before You Begin



- Read the Owner's Manual carefully before using the vehicle.
- Check the air pressure of both wheels before riding the vehicle.
- Once you have switched the vehicle ON check for the following:
 - Battery level status.
 - Headlight & Indicator lights.
- Do not accelerate the vehicle in the 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. Allow a cooling time of 15-20 mins.
- 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. Avoid high pressure wash.
- 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 Primus | 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.
- Always accelerate gradually, especially when setting off or climbing up a slope in order to save power.
- Switch ride mode from Eco () City () Power as per driving and road conditions (LCD display will confirm the selected Drive Mode).
- Always drive in CITY mode for optimum performance.

Braking the Vehicle

- It is most effective to use both the front & rear brakes gradually and simultaneously.
- We have incorporated a harmonized Braking System which activates front brake parallelly while applying the rear brake (Left brake lever).
- Release the throttle and apply brake levers to reduce the speed of the vehicle gradually.
- Do not accelerate suddenly after applying brakes. Ensure that the brake levers are released before accelerating.

Reversing the Vehicle

- The reverse feature enables easy reverse movement of the vehicle from tight-spots and parking spaces.
- Keep the switch pressed to activate and use the reverse mode (LCD display will give visual confirmation).
- While the switch is pressed, twist the throttle slowly to reverse (maximum 3 KMPH speed is achieved while reversing).

Note: Ensure that the Brake levers are completely disengaged (no parking brake sign on the LCD) and the side stand is up (no stand display on the LCD).



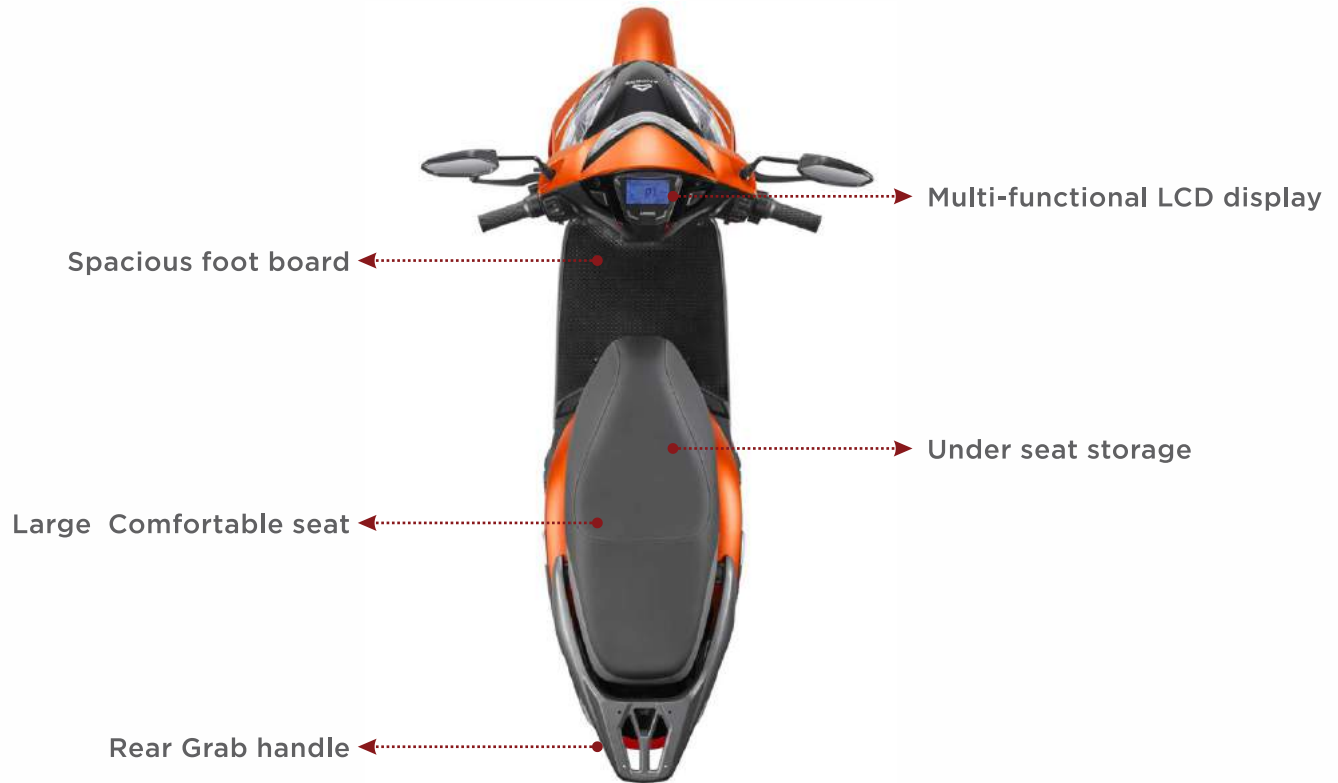
Introducing your Primus | Overview

HAR GULLY ELECTRIC



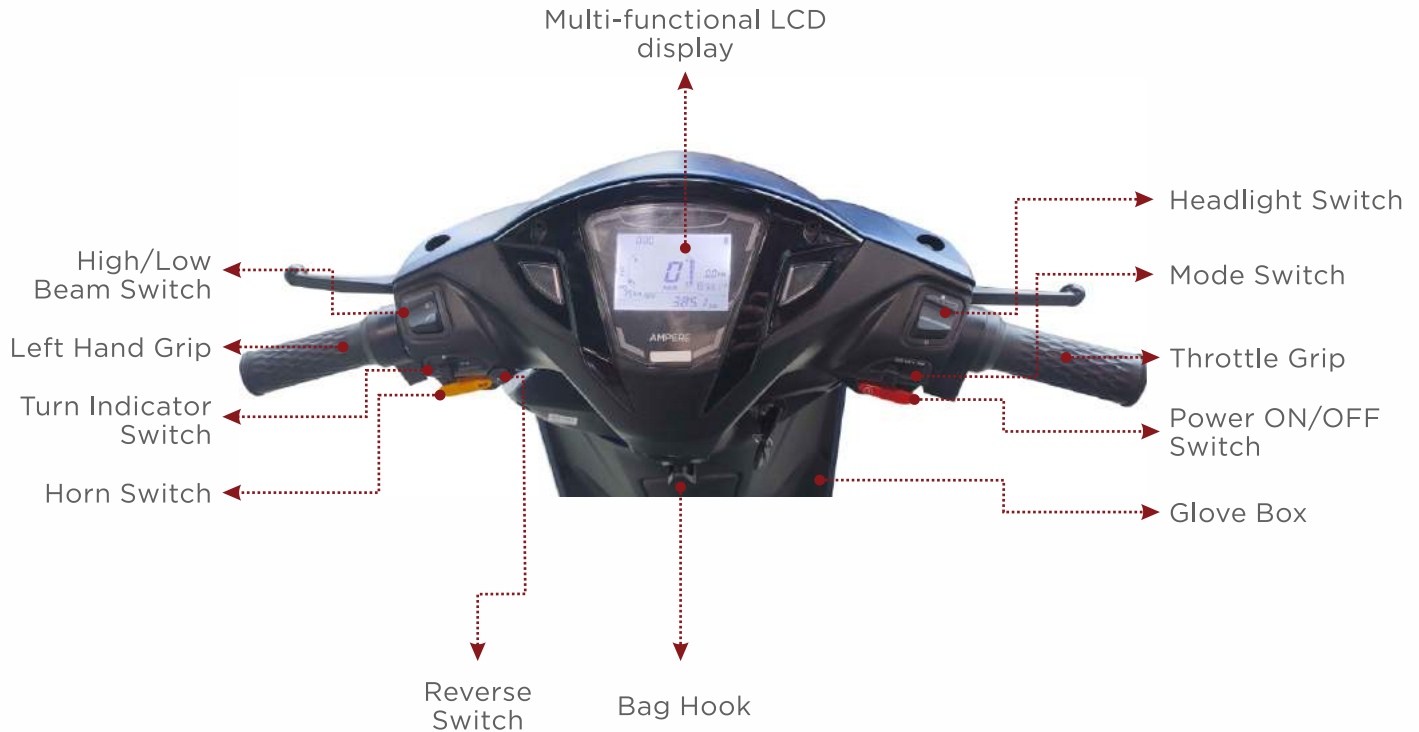
Introducing your Primus | Overview

HAR GULLY ELECTRIC



Introducing your Primus - Overview | Handlebar controls

HARGULLY ELECTRIC



Introducing your Primus - Overview | Lockset & Control Switches

Handlebar/Steering Lock and Unlock Operations

- Unlock: Insert the key, push it down and turn clockwise.
- Lock: Insert the key, push it down and turn anti-clockwise.

Lock Control and Operation

- ON: Turn the Key Clockwise to Power ON.
- OFF: Turn the Key Anti-clockwise to Power OFF.
- SEAT LOCK: Turn Anti-clockwise from OFF position.
- LOCK: Steering Lock, Power OFF.



Introducing your Primus - Overview | LH & RH Control Identification



LH Control Switch

- **High/Low Beam Switch:** When the headlight is ON, high/Low beam can be selected using this switch.
- **Turn Signal Switch:** When the turn signal knob is turned to the left or right, the respective indicators will start blinking. To stop the blinking, push the knob inwards and release.
- **Horn Button:** Press the switch to sound the Horn.
- **Reverse Button:** Keep the switch pressed to activate and use the everse mode (LCD display will give visual confirmation).



RH Control Switch

- Head light Switch, Daylight Running Lamp, Tail Lamp 'ON', Head Lamp 'ON'.
- **Power Kill Switch.**
- **Mode Switch:** Switch ride mode from Eco (←) City (→) Power (LCD display will confirm the selected Drive Mode).



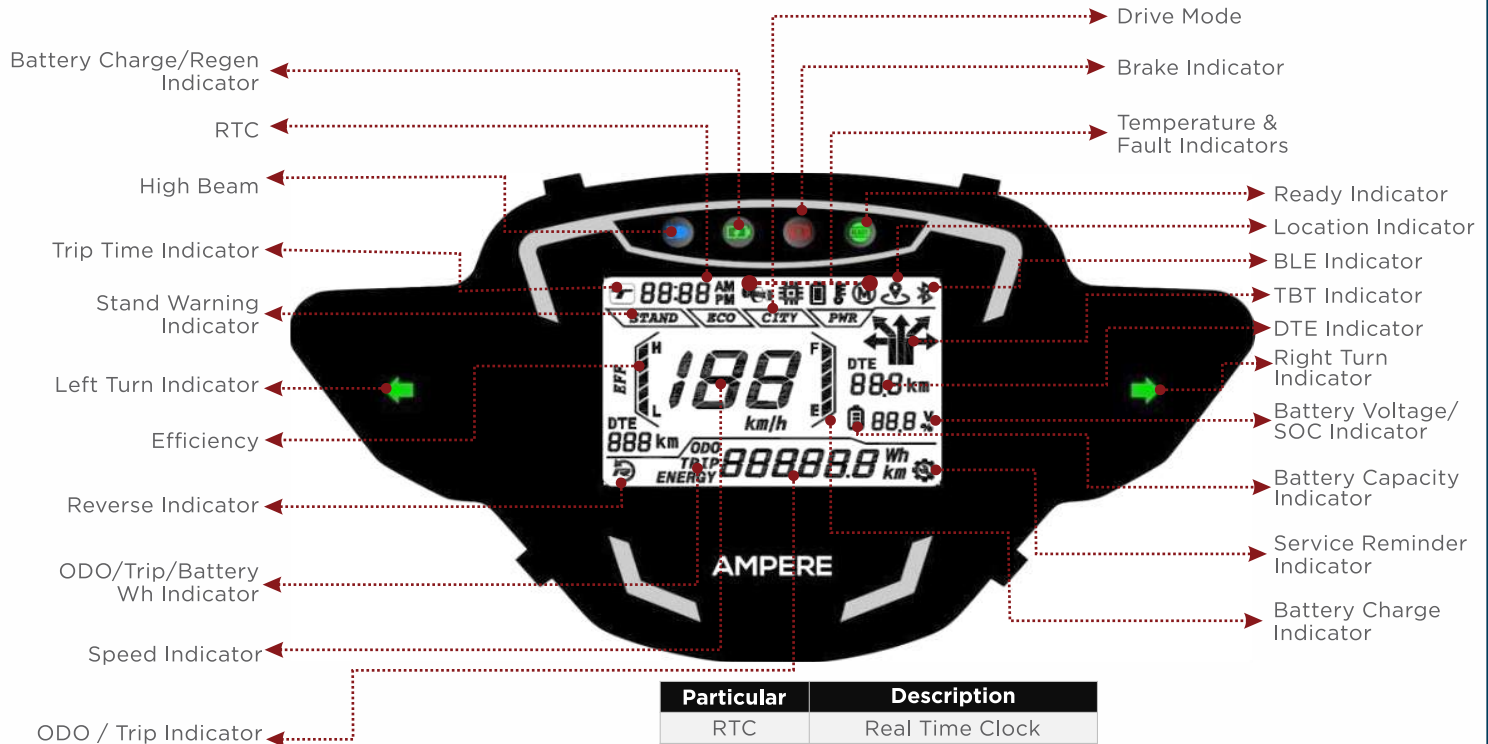
Throttle Control

- The throttle grip is placed at the right side of the handlebar. User can access the throttle to control the vehicle speed.
- Note:** Use the throttle as per traffic and driving conditions.



Introducing your Primus - Overview | Digital Display

HAR GULLY ELECTRIC



Particular	Description
RTC	Real Time Clock
BLE	Bluetooth
TBT	Navigation
DTE	Distance to Empty
SOC	State of Charge



Introducing your Primus | Main technical parameter and Specifications-Vehicle

HAR GULLY ELECTRIC

Parameters		Value	Units
Vehicle Speed	ECO	35 ± 3 Kmph	kmph
	CITY	55 ± 5 Kmph	kmph
	PWR	80 ± 5 Kmph	kmph
Controller	Continuous DC Current	60A	Amps
	Peak DC Current	90A	Amps
	Voltage	30V - 60V	V.
	Under Voltage Cut Off	30V	V.
	Sensor Type	HALL 5V, 120Deg Type	
Motor	Speed	4500	RPM
	Sensor Type	HALL 5V, 120Deg Type	
Battery Pack	Dimension (L x W x H)	723X304X273 mm	mm
	Battery pack voltage	48 V to 58 V	V
	Battery Capacity	3072 Watt- Hour.	Wh

S. No.	Description	Inputs
1	Max Speed	75 ± 5 kmph
2	Max Loading Capacity	180Kgs
3	Charging Time	4 - 5 Hrs
4	Range	100+ (ARAI) (Eco-104, City-80, PWR-62)
5	Gradient	>12°(Single Rider), 8° (Double Rider)
6	Battery	51.2V 60Ah 3kWh(2.7kWh Usable@ 90% DOD) LFP Chem
7	Charger Specification	51.2V, 15A and 51.2V, 25A
8	Controller Specification	FOC
9	Motor Power	3.8kW Peak Power
10	Brake Type	Drum
11	Fork Type- FR	Telescopic Suspension
12	Fork Type- RR	Hydraulic shock absorbers
13	Wheel	12' Alloy Wheels
14	Dimensions	1912 mm x 705 mm x 1133 mm
15	Ground Clearance	150 mm
16	Wheel Base	1400 mm
17	Modes	ECO CITY PWR Reverse



Introducing your Primus | Main technical parameter and Specifications-Charger

HARGULLY ELECTRIC

Input Characteristics

Items	Conditions	Specifications
Rated Input Voltage	Continuously	230 V
Input Voltage Range	Continuously	180-290 AC
Input Frequency Range	Continuously	50 Hz
Efficiency	Vin 230V AC/ I Out 15 A	>= 85% (No PFC)
No- Load Power	230V AC/ I Out 0 A	Max 10 W

Output Characteristics

Items	Conditions	Specifications
Rated Out put Voltage	16S LFP	58,4V DC
Out Put Current	At Constant Current Mode	15A+-0.5 A
Out Put Voltage Range	At Out Put end of DC Cable	40,0-58,4 V DC
Minimum and Maximum Battery Charge Voltage	CV Mode	40,0+- 0.2V to 58,4 V+-0.2V

PRIMUS runs on 48V/15A CAN based charger.

This charger is an intelligent Li-Ion battery charger for EV industry.

This charger is having multiple protections, such as:

- Output Over-load.
- Anti-back flow.
- Output under voltage.
- Output over voltage.
- Output open circuit.
- Internal temperature protection.
- Battery reverse protection.




The Charger is equipped with Zero start-up function to wake up deep discharge battery.

This charger is suitable for Indian Power conditions and only for indoor use.



Introducing your Primus | Main technical parameter and Specifications-Charger Operations

Item	Instructions	Charger with lights
Safe Charge Operations	First Connect the Battery at output terminal and then connect AC	
To be Charging	When the charger is connected to AC plug, the output end is not connected to the pack, and the AC indicator light will turn Red, indicating that the charger has no output (except for special requirements)	
Be Charging	<p>The charger is connected to the AC plug, and the output end is connected to the pack</p> <p>Mains LED ON and OUTPUT ON</p> <p>25%, 50%, 75% and 100% LEDs will indicate charge percentage</p> <p>100% constant as per CAN commands</p> <p>Full charge - All LEDs constant</p>	



Introducing your Primus | Battery Maintenance

- Battery State of Charge (SOC) is between 30-40% in digital display when 1st delivered by your dealer.
- Avoid frequent charging. If the riding period is short, the battery need not be charged every time.
- Do not use chargers other than the one provided with this battery. Other chargers may have a different charging profile resulting in battery damage.
- Do not overcharge the battery for more than 6 hours.
- Do not charge the battery immediately after driving the scooter, give it a rest of at least 30 mins after use.
- Do not use the vehicle/battery immediately after charging it completely. Give it a rest period of 15 mins after removing the charger before using the vehicle.
- While transporting or handling the battery - do not throw the battery or place heavy load on top of it or apply heavy pressure on it. These actions could destroy the internal connections and lead to open circuited or short-circuited batteries.
- Avoid charging at low voltage levels. It may spoil the battery charger and the battery pack.
- 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 or breaking, as this could affect the vehicle performance in long run.
- Ensure that the brake levers are released before throttling.
- Strictly do not charge the battery near high temperatures above 40°C.
- Life of the battery reduces if it is parked in direct sunlight or by keeping it in places where the temperature is more than 40 degrees C. Always try to park the vehicle under shade and charge the battery in a properly ventilated area.
- If the scooter has not been in use for prolonged periods of time (30 days), charge and discharge the battery at least once during a month and keep it at 50% charge during this time.



Introducing your Primus | Battery Maintenance

- 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.
- Always maintain the recommended tyre pressure to avoid capacity drop. The recommended tyre pressure for front wheel is 30-32 PSI and the rear wheel is 35-38 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 center of the wheel. (Water in the motor could damage the vehicle).
- Do not modify any electrical components or wiring circuit on your own.
- This could cause operational faults, electric failures and other damages, thereby shortening the life of vehicle and endangering safety of the user.
- Warranty stands void for the modified part and consequentially damaged part. Only the user will be responsible for errors or faults resulting due to above mentioned activities.



Introducing your Primus | Battery Maintenance

DO'S	DON'T'S
Do check for Warranty sticker not removed in battery pack before removal of Battery pack from vehicle.	DO Not remove battery pack if warranty sticker is peeled off without supervisor approval.
Ensure the vehicle is in OFF condition before removing the Battery pack.	Do not remove the battery pack when vehicle in ON or in charging condition.
Use only recommended Tools to replace the battery pack from vehicle.	Do Not remove the battery pack when charger connector connected.
Do follow the recommended procedures and process to replace the battery pack.	Do Not remove the battery pack when any of the connectors connected physically.
In case of any open wires protect with proper sealing tape properly before remove.	Do not leave any disconnected cables with copper exposed openly during replacement of the battery pack in vehicle.
DO Tight the fasteners to recommended torque level as per specification always.	Do Not use worn out or damaged fasteners during replacement.
DO check for "OK" or "QC OK" or "PASS" and "WARRANTY VOID" stickers on battery pack to replace before replacement.	DO Not replace with battery pack which does not have "OK" or "QC OK" or "PASS" and "WARRANTY VOID" stickers.
Ensure output is protected during physical replacement of Battery Pack.	DO NOT short output of the battery pack during replacement.
Keep the Removed battery pack in allocated storage rack only.	DO Not keep the removed battery pack in an unsafe area.
Keep the removed fasteners in safe area only during replacement.	DO Not use rusted or damaged fasteners while replacement.



Introducing your Primus | Charger usage and maintenance

- Firstly, connect the output cable of the charger into the battery packs charging port and then connect the input cable of the charger to the AC Main Power supply.
- When charging the charger indicator light glows red. After the vehicle is fully charged the charging indicator light switches to green.
- When the batteries are fully charged, first unplug the input cable of the charger from AC mains and then output cable from the battery pack.
- Check & 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 genuine specific charger as provided only by Ampere.
- Do not let the charger get wet so as to prevent damage, short-circuit and fire.
- Never plug or unplug the charger using wet hands and do not touch the charger under bad weather conditions involving thunder and lightning.
- Do not keep the charger in dust and damp surroundings.
- Avoid using the charger under direct sunlight.



Introducing your Primus | Charger usage and maintenance

EV Vehicle Charging DO's and DON'Ts

DO'S	DON'T'S
Use only Ampere provided chargers.	Do not use other brands or local chargers to charge the vehicle.
Charge the vehicle in safe and secured area.	Do not leave the vehicle in charging condition when you plan for outing.
Do a regular check of wall socket and charger plug for damage.	Do not connect charger plug in old or worn-out socket.
Switch OFF and Unplug the charger plug if excessive heat observed.	Do not charge the vehicle nearby combustible material like gas, fuel, etc.
Regularly check the charging cable for cuts/damages.	Do Not modify the plug of the charger.
Ensure the vehicle is switched OFF before charging.	Charging plug must not be inserted when vehicle is in Power ON condition.
Ensure the Main socket switch is in OFF condition before plugin charger AC plug on wall socket.	DO Not use the wall socket without switch.
Ensure 15 amps wall socket used to connect the charger.	Do Not stretch to too long and connect the charger cable to vehicle.
Use branded wall socket and ensure no loose contacts when charger plug inserted.	Do Not connect AC voltage directly to vehicle for charging. That will cause for Fire.
Park the vehicle nearby charger before start of charging.	Do Not charge the Vehicle in Flood condition.
Charge the battery away from children. Do ensure that they do not play with the appliance.	Do Not park the vehicle nearby over temperature or Fire area and charge.



Introducing your Primus | Safety and Security Features

HAR GULLY ELECTRIC



Side stand sensor



Reverse Switch Continuously Pressed



LFP Battery with IP 67 Rating

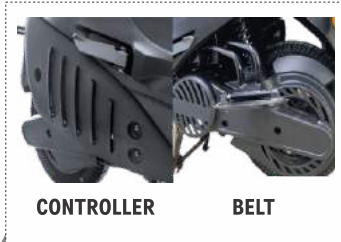


Motor with IP 67 Rating



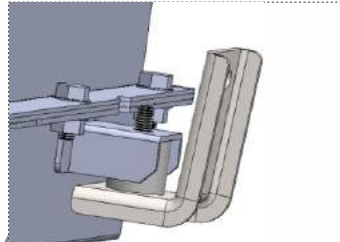
Introducing your Primus | Add-On Features

HAR GULLY ELECTRIC



CONTROLLER BELT

Protection Covers for Controller, & belt



Soft Suspension for the Battery



CBS - Harmonious Braking



Vehicle Ride Modes



Reverse Switch & Indication



Brake Indication



Introducing your Primus | Additional Features

HAR GULLY ELECTRIC



Battery guard for protection



Air vents for cooling of the electrical parts



Twin rear suspensions for safe shock absorption and comfort



Mid mount motor with belt drive



Taking Care of your Primus | Pre-drive Checks

Check the wheels

- 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 tyre.
- 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 the immediately.

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.



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 positions.
- 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 light to ensure free movement.

Taking Care of your Primus | 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 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 connect with authorized service station/Dealer for problem resolution.

Check the functional parts of the vehicle

- Choose the front fork of the vehicle for any bends or damages.
- 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 center.
- Drive along a dry even road at slow pace, apply front and rear brakes and test their effectiveness.
- When driving in rain or snowy weather, the breaking distance required may increase. It is recommended to adjust brakes for effectiveness in such weather conditions.



Service and Support - Primus | Warranty Policy

Definitions:

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

- **Battery:** Battery which is provided along with the Vehicle.
- **Vehicle:** Means Primus.
- **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 and Support - Primus | Warranty Policy

SL No	Warranty	Period/Kms From date of purchase
1	Battery	36 M/30,000 KM*
2	Motor	36 M/30,000 KM*
3	Drive Belt	36 M/30,000 KM*
4	Controller	36 M/30,000 KM*
5	Charger	36 M/30,000 KM*
6	Convertor	36 M/30,000 KM*
7	Vehicle Warranty	36 M/30,000 KM*

- Subject to the 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 for replacement under this Warranty Policy will become the property of Ampere and the Customer shall have no right therein.



SERVICE & SUPPORT- PRIMUS | VEHICLE MAINTENANCE SCHEDULE

	<i>Free Service</i>	<i>Paid Service</i>	<i>Paid Service</i>	<i>Paid Service</i>
Inspection Details	<i>30 days or 900 km whichever is earlier from date of purchase</i>	<i>120 days or 3,000 km whichever is earlier from date of purchase</i>	<i>210 days or 6,000km whichever is earlier from date of purchase</i>	<i>Every 6 months or 5,000 km whichever is earlier from previous service</i>
<i>Service Date</i>				
<i>Card Number</i>				
Visual Examination				
<i>Plastic parts - scratches and damages</i>	I	I	I	I
<i>Lighting system - scratches and damages</i>	I	I	I	I
<i>Tyre (Check wear marking)</i>	C	C	C	C
<i>Tyre pressure F&R</i>	CA	CA	CA	CA
<i>Check all bolts, nuts and screws - tighten if required. Check wheel runout.</i>	CA	CA	CA	CA/CR for rusting
<i>Clean the e-scooter externally with dry and soft cloth</i>	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



SERVICE & SUPPORT- PRIMUS | VEHICLE MAINTENANCE SCHEDULE

	<i>Free Service</i>	<i>Paid Service</i>	<i>Paid Service</i>	<i>Paid Service</i>
Inspection Details	<i>30 days or 900 km whichever is earlier from date of purchase</i>	<i>120 days or 3,000 km whichever is earlier from date of purchase</i>	<i>210 days or 6,000km whichever is earlier from date of purchase</i>	<i>Every 6 months or 5,000 km whichever is earlier from previous service</i>
Functional Examination				
<i>Both brake cables</i>	CA	CA	CA	CA/CR
<i>Operation of all locks</i>	CA	CA	CA	CA
<i>Check all the lights, horn, display indicators and switches</i>	CA	CA	CA	CA/CR
<i>Motor operation</i>	CA	CA	CA	CA
<i>Rear and front brake operation</i>	CA	CA	CA	CA
<i>Movement of wheel and their free operation</i>	CA	CA	CA	CA
<i>Check throttle for free operation</i>	CA	CA	CA	CA
<i>Front and rear suspension functions</i>	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- PRIMUS | VEHICLE MAINTENANCE SCHEDULE

	<i>Free Service</i>	<i>Paid Service</i>	<i>Paid Service</i>	<i>Paid Service</i>
Inspection Details	<i>30 days or 900 km whichever is earlier from date of purchase</i>	<i>120 days or 3,000 km whichever is earlier from date of purchase</i>	<i>210 days or 6,000km whichever is earlier from date of purchase</i>	<i>Every 6 months or 5,000 km whichever is earlier from previous service</i>
Functional Examination				
<i>Movement of the handle bar</i>	CA	CA	CA	CA
<i>Check front and rear axle bearings</i>	CR	CR	CR	CR
<i>Check free movement of front handle bar, adjust if required</i>	CA	CA	CA	CA
<i>Check front and rear suspension systems (shock absorber) for proper operation and oil leakage</i>	CA	CA	CA	CA/CR
<i>Start the vehicle on main stand and check smooth functionality of all parts</i>	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- PRIMUS | VEHICLE MAINTENANCE SCHEDULE

	<i>Free Service</i>	<i>Paid Service</i>	<i>Paid Service</i>	<i>Paid Service</i>
Inspection Details	<i>30 days or 900 km whichever is earlier from date of purchase</i>	<i>120 days or 3,000 km whichever is earlier from date of purchase</i>	<i>210 days or 6,000km whichever is earlier from date of purchase</i>	<i>Every 6 months or 5,000 km whichever is earlier from previous service</i>
Internal Examination				
<i>Wiring cut/damaged</i>	CR	CR	CR	CR
<i>Battery bulge/damage</i>	CR	CR	CR	CR
<i>Battery loop cable connections</i>	CA	CA	CA	CA
<i>MCU cable connections</i>	CA	CA	CA	CA/CR
<i>Electrical couplers and joints</i>	CR	CR	CR	CR
<i>Health of motor and battery cables (any melting/lose connection)</i>	CR	CR	CR	CR

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



SERVICE & SUPPORT- PRIMUS | VEHICLE MAINTENANCE SCHEDULE

	<i>Free Service</i>	<i>Paid Service</i>	<i>Paid Service</i>	<i>Paid Service</i>
Inspection Details	<i>30 days or 900 km whichever is earlier from date of purchase</i>	<i>120 days or 3,000 km whichever is earlier from date of purchase</i>	<i>210 days or 6,000km whichever is earlier from date of purchase</i>	<i>Every 6 months or 5,000 km whichever is earlier from previous service</i>
Special Characteristics Measures				
<i>Battery full charge voltage</i>	C	C	C	C
<i>Battery capacity in Ah</i>	C	C	C	C
<i>Range per charge</i>	C	C	C	C
<i>Charging time</i>	C	C	C	C
<i>No load current</i>	C	C	C	C
<i>No load current motor RPM</i>	C	C	C	C
<i>On-road current</i>	C	C	C	C
<i>Maximum Current</i>	C	C	C	C
<i>Battery maintenance</i>	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



SERVICE & SUPPORT- PRIMUS | VEHICLE MAINTENANCE SCHEDULE

	<i>Free Service</i>	<i>Paid Service</i>	<i>Paid Service</i>	<i>Paid Service</i>
Inspection Details	<i>30 days or 900 km whichever is earlier from date of purchase</i>	<i>120 days or 3,000 km whichever is earlier from date of purchase</i>	<i>210 days or 6,000km whichever is earlier from date of purchase</i>	<i>Every 6 months or 5,000 km whichever is earlier from previous service</i>
Safety and Special Examination at 6300				
<i>Isolation breakage at 60V; done through Megger</i>			C	
<i>Hall effect sensor examination-check presence of pulses</i>			C	
<i>Motor area examination, wire short, melting fusing, etc.</i>	CR	CR	CR	CR
<i>Controller examination for connector pins</i>			CR	CR
<i>DC-DC convertor examination for connector pins</i>			CR	CR
<i>Battery Li-ion-any abnormal smell or white gas while charging. Charging to be done in an isolated location with no flammable material around</i>	CR	CR	CR	CR

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



Service and Support - Primus | 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.



Service and Support - Primus | 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 discoloration, fading, deformation or blurring and seat cover discoloration of the Vehicle is not covered under warranty.



Service and Support - Primus | 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 and Support - Primus | 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 and Support - Primus | 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 and Support - Primus | 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.



Service and Support - Primus | 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.

For Detailed Do's and Don'ts; tips on Maintenance and Care of Battery and charger and other electrical items, refer to our website for terms and conditions.



Service and Support - Primus | 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 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

MODEL NAME _____

REGISTRATION NUMBER _____

OWNER NAME _____

ADDRESS _____

MOBILE NUMBER _____

CITY _____

STATE _____

PIN _____

SOLD ON (DD/MM/YYYY) _____

DATE _____

INVOICE NUMBER _____

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.

SIGN & SEAL
OF DEALER

CUSTOMER
SIGNATURE





DELIVERY CERTIFICATE

I certify having taken the delivery of one Ampere **PRIMUS** 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, from the date of sale.

NO. :

VIN NO. :

MODEL **PRIMUS**

SERVICED ON

SERVICING DEALER STAMP & SIGN



SERVICE COUPONS

1st FREE SERVICE COUPON

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

NO. :

VIN NO. :

MODEL **PRIMUS**

DATE OF SALE

SELLING DEALER CODE

KMS COVERED

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

CUSTOMER SIGNATURE

DATE OF SERVICE

SERVICING DEALER CODE

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. Check and Adjust Drive belt tension.
23. Take test ride of the vehicle and ensure smooth function.
24. 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 customer



VEHICLE CARE GUIDE | Note

HAR GULLY ELECTRIC

AMPERE



VEHICLE CARE GUIDE | Note

HAR GULLY ELECTRIC

AMPERE



Help Line Number (1800) 123 9262 | <https://greaveselectricmobility.com>

**GREAVES
ELECTRIC
MOBILITY**

FOLLOW US ON:



AMPERE