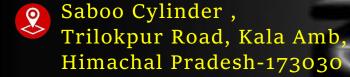


# Viralka Engineers Pvt Ltd.







www.viralkaengineers.com



info@viralkaengineers.com

(011)69269696-Tollfree



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Warm Regards

DearCustomer,

Welcome to Viralka Engineers.

Congratulations on Selecting a Pollution free scooter. You are now a proud owner of Viralka scooter which will redefine the concept of mobility. Viralka Electric Vehicles are designed keeping yours need in mind.

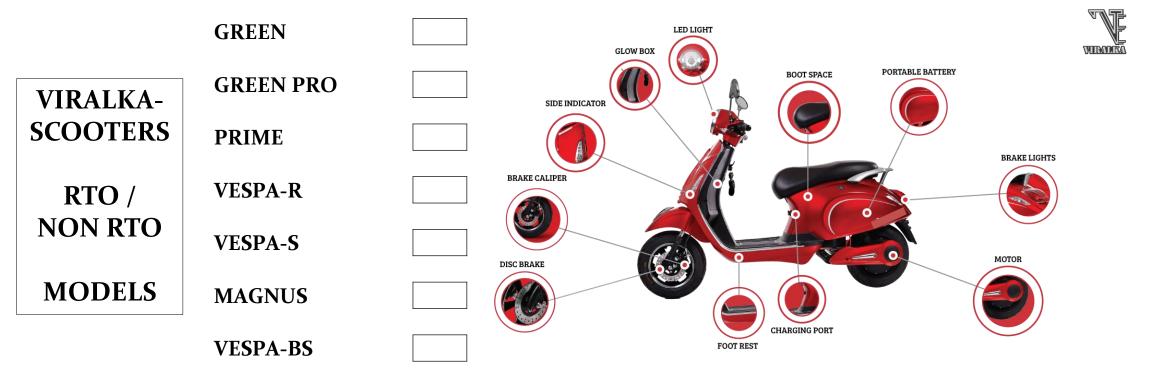
- Viralka Electric has a remote key (For anti-theft alarm, Find me,)
- Viralka Electric has Digital speedometer

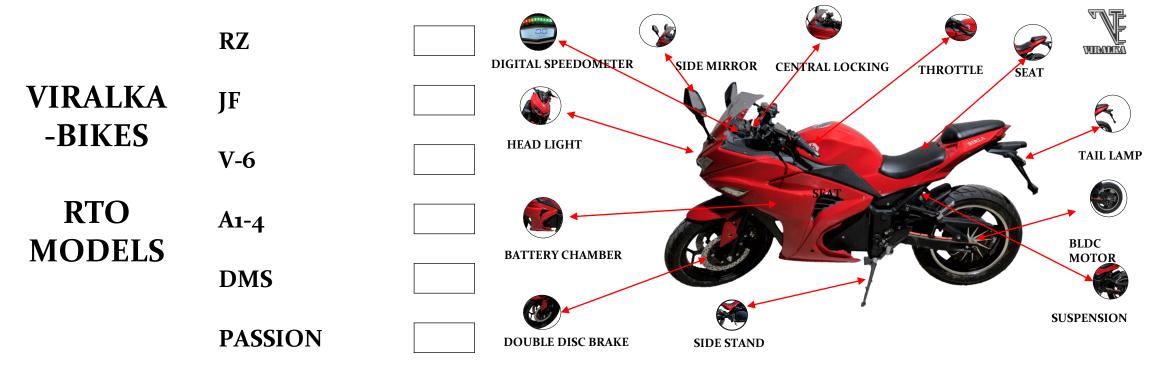
For service and repair please visit our authorized

• Pillion rider backrest (Optional)

This owners manual will guide you to the basic operation, routine maintenance and service policy of Viralka Engineers. Please read carefully.

dealers Enjoyyour new ride	Viralka Engineers
Dealer's Name	Dealer's Code
Contact No	Location
Address	
Town/CityStatePin code	
Email	





## Trouble phenomenon and troubleshooting

Number	Failure phenomenon	Cause of failure	Remedy
1	Speed regulation failure or low maximum speed	A. Battery voltage is too low     B. Loose connection of speed control handle     C. The spring in the speed control handle is stuck or fails	A. Fully charge the battery     B. Clamp after recheck     C. Find a supplier to replace     the spring
2	The motor hub does not work when the power is connected	A. Loose battery wiring     B. Power failure left and right brakes     C. Loose or damaged motor hub wiring plug	Repair again     Repair again     Find a professional repair     station to repair
3	Insufficient driving range after one charge	A. Insufficient tire pressure     B. Insufficient charging or faulty charger     C. The battery is aging or damaged     D. Many uphills, heavy headwinds, frequent braking and starting, heavy loads	A. Full of gas     B. Enough electricity to check whether the charger plug is in poor contact     C. Replace the battery
4	Insufficient charger	A. The charger socket falls off or the connection between the plug and the socket is loose B. The fuse in the charger is blown C. The battery pack wiring is off	A. Fasten sockets and connectors     B. Replace the fuse     C. Welding cable
5	Other failures	A. When you encounter a failure that cannot be rectified by yourself or a failure that cannot be determined under the above guidance     B. When the motor hub, controller, charger, and battery pack are damaged	In case of the above situation, please find the supplier's maintenance station, do not open the above parts without authorization, otherwise, the company's warranty will be lost



- j. The vehicle has an under-voltage protection device, which automatically cuts off the power when the battery voltage is insufficient. Please charge it as soon as possible; otherwise it will affect the battery life. When the battery power is exhausted, if it is still driven by electricity, it will seriously damage the battery life.
- k. During the static start process, the voltage will fluctuate greatly, and the voltage indicator will flicker. This phenomenon is normal.
- I. If the intelligent brushless electric vehicle is excessively overloaded or the driving road is very bad during use, in order to better use the parts of the vehicle, the electric vehicle will automatically cut off the power and the motor will stop running. In the case of the above situation, just return the air switch to "no" and then pull up the motor again to restart.



VIRADIKA

SI. No	Description	Warranty
1	Vehicle Standard Warranty*	1 year/7000km
2	Lithium Battery	3 years/25000km
3	Lithium Battery Charger	3 years/25000km
4	VRLA Battery	1 year/7000km
5	VRLA Battery Charger	1 year/7000km
6	Tyre (Unconditional )	5 Years

## After-sales service card

#### Respected user:

In order to protect your legitimate rights and interests, please keep this card properly. When buying a vehicle, please inspect and debug it on the spot, and have the right to request the sales staff to provide correct operation methods and maintenance items.

- Warranty is valid if your Scooter / Bike / E Rickshaw is delivered and timely maintenance should be done from VIRALKA Electric authorised dealer service centre
- Shockers and Lights are not covered under warranty policy
- Plastic parts do not belong to the scope guarantees

Note: Viralka reserves the right to change or withdraw any clauses of the warranty without prior information or notification

## POINTS TO BE TAKEN CARE FOR BETTER BATTERY LIFE & MILEAGE



- 1. Ride the vehicle with economy mode in rural/traffic area for bettermileage
- 2. Charge the batteries approx. Lithiumion 3 to 4 Hrs/Lead Acid 6 to 8 Hrs on daily basis for better battery performance/life
- 3. Maintain the tyre pressure—front tyre 29 psi and reartyre 36 psi for bettermileage
- 4. Don't over load the vehicle for better battery life and performance
- 5. Don't use brake levers while accelerating
- 6. Do not wash the battery with water or other liquid it can be harmful
- 7. Don't charge the scooter immediately afterriding, let the vehicle cool down for 30 minutes.
- 8. Keep start key in switch off condition during charging
- 9. If vehicle is not used for more than 1 Week, keep MCB in off condition

## POINTS CUSTOMER SHOULD TAKE CARE

- 1) Always wear the helmet during riding the vehicle.
- 2) Whenever you ride, follow all traffic regulations, especially stop signs, traffic signals, pedestrian crosswalks, etc.
- 3)Please bring the vehicle for service as per schedule
- 4) Always use VIRALKA genuine parts
- 5)Don'tuse the charger and battery for other application
- 6)Don't open or repair any part yourself. please bring the vehicle to service center in case there is any problem
- 7) Never drop the charger. Dropping, shaking, dragging, or kicking it will cause it to fail.

## ABOUT YOUR VEHICLE

You do not require driving license to ride your vehicle and make sure please follow the traffic rules / signals while riding. Your electrical vehicle run on battery that give electric power to the rear wheel motor. A controller device controls all the electrical signals and motor drive.

• Please charge the battery with Only VIRALKA recommended charger.

## How to Drive your vehicle – Please follow the below steps:

- Insert the key in Start switch cum steering lock and open the steering lock with rotating the key
- Unmount the vehicle from Side or center stand
- Rotate the key to ON position
- Please ensure the battery charging indication
- Twist the throttle gradually and the scooter will start to move
- To stop use Both brake lever

## Guideline

- If you apply brake power will cut off to motor and vehicle will not move or will stop
- It is safer to sit on the vehicle before turning the power ON.
- Please ride carefully.

#### SAFETY FIRST



- The safe riding is the best driving.
- Use a good quality ISI marked helmet while driving.
- Avoid over speeding and negligent driving to prevent injury to you and to others on the road.
- Please avoid the potholes and standing water, in case you have crossed standing water bring the Scooter to a dry surface and left the motor running/rotating for minimum 2 to 3 minutes.
- Sudden throttle will cause a jerky ride as well consume more current which will result in quick discharge of battery and the Vehicle will give low mileage.
- Always carry vehicles registration papers (Register Model)
- Do not allow any modification the scooter.
- Please ensure all electrical connection before riding.
- Please don't remove any reflector from scooter and the reflector should not be covered.

## VIRALKA ELECTRIC Vehicle Warranty

VIRALKA gives the following warranty in respect of all new VIRALKA (Model Name) manufactured at their works and sold after pre-delivery inspection, to be free from any manufacturing defect, and undertake to repair or replace free of charge, with in 12 months or running 10000 KM (Except Motor, Controller, Charger batteries, undernormal condition of usage, subject to following, terms and conditions.

Motorwarranty 18 months, Controller, Converter and Charger 12 months.

Warranty is valid only if:-

- 1) Vehicle is delivered and subsequently serviced by an authorized VIRALKA dealer or Authorized Service center.
- 2) All the free and battery services offered by the company are availed as per frequency and schedule mentioned.

## VIRALKA warranty will be not applicable and void if your vehicle is:

- Used for stunts or competitions or jumping.
- Service schedule skip /serviced/ repaired at unauthorized service station.
- Used for carrying morethan permissible load.
- Damage parts or any warranty seal sticker remove/broken.
- Any parts observed in dismantles condition.
- Modified /altered for any specific use other than as a personal transport.
- Resold to any other person/company.
- Accidental, Flooding, Fire, Falling objects and natural or man made calamities damages.
- Unauthorized scooter accessories fitted.
- Nonfunctional due to natural wear and tear, ageing, misuse and negligence.
- Notoperated /not maintained /no charge /worn item not replaced as per guideline in this manual.
- Nongenuine parts used /failure related to Nongenuine parts.
- The warranty does not cover any personal injuries or damages of any type to the rider or any other person due to failure of any parts of vehicles.



## **VIRALKA ELECTRIC Warranty**

## VIRALKA vehicle's warranty will be not applicable and void if your vehicle is

- Warranty on proprietary items of Indian origin proprietary selected items like tyre & tube, and batteries are warranted by their respective Indian
  manufacturer and should be daimed on them directly by the customer. VIRALKA will be not liable in any manner to replace them though their dealers
  will give full assistance in preferring such claims on their Indian manufacturers
- However in case of any of the Imported proprietary items as described above, VIRALKA will cover the warranty obligations.

## Other points related to battery warranty

Warranty of replaced battery will be from original date of purchase. For example a battery set has been purchased on 1st of January. It fails on 1st of
august and another battery is given in lieu of it by the company. Then the warranty of the new battery set will remain from 1st January

## Warranty Policy for batteries Important Conditions related to battery warranty

#### LITHIUM-ION

SI. No.	Warranty period from Date of Invoice	Ah Criteria For Replacement	VIRALKA ELECTRIC . remarks
1	0 to 3 months	30 AH	Replaced with a 30AH set both side transport bear by company
2	4 to 12 months	30 AH	Battery set will be replaced with a 30 AH set or higher battery set
3	13 to 24 months	30 AH	Battery set will be replaced with a 25 AH set or higher battery set
4	25 to 36 Months	30 AH	Battery set will be replaced with a 20AH set or higher battery set

#### LEADACID

SI		Warranty period from Date of Invoice	Ah Criteria For Replacement by VIRALKA . Remarks	
	1	0 to 3months		
	2	03 to 06 months	Detterm ask will be used and with New betterm ask	
	3	07to 09 months	Battery set will be replaced with New battery set.	
	4	09 to 12 months		

#### Important Conditions related to battery warranty

١		The batteries are warranted against manufacturing defects & abnormal drop in the Ah values and against any belages as shown in the table above from the date of sale of battery to customer and not against normal daterioration
		in their performance Battery warranty does not cover failures due to accidental damage, misuee or improper care of the batteries
I	В	Requers enviring of your electric scotter at our Authorized service station is very important. During the service the batteries are also dheaked for their state of health and corrective action taken to stop any further damage/

C The scooter's batteries is a special application battery meent only for the electric scooter. Do not use scooter batteries for other purpose

permanentifailure

- D Batteries must be legat accord as possible to ensure the large life and better performance. Batteries become abnormally hat & start butging if vehicle is driven under overboad for large distance, is charged under sunlight, is charged immediately after driving or the charger is legat COV for large paid of time-even after bettery is fully charged
- E The battary life of your vehicle can be substantially extended following simple tips mentioned in the battary carecard & owner's manual handed over to you at the time of purchase of vehicle.
- F The battery warranty become null & void in case the conditions mentioned in owner manual are not followed adequately & completely by oustomer
- G Somebattary manufactures may follow their own battary warrarty policy. In such case warrarty policy of the battary manufactures will override the above battary warrarty policy and warrarty will be directly provided by the battary manufactures to customer.
- H Above warranty policy is applicable for new vehicles fitted with new battery set sold first time to customer. For warranty of any other batteries (Sold in spare, Discount etc.) please refer the separate policy available with dealership
- I For availing warranty Customer will have to handover the defedive batteries on POC basis to VIRALKABLECTRICAUTOTECHPVTLTD. The batteries will be recycled as pergovernment of India guideline

## VIRALKA vehicles Warranty



## Design Performance parameter of the batteries:

- VIRALKA fitted with new battery gives the stated mileage understandard test conditions.
- Actual mileage of the new batteries may be lower because of factors such as road condition, tyre pressure, gradients, start stop, acceleration, charge level, rider drive methodetc.
- Batteries are like a fuel for your VIRALKA and start getting consumed by time. E.g the mileage on day 1 will be the highest and day 30 will be slightly low, day 90 still lower and so on. This is a natural phenomena of the VIRALKA batteries. As a thumb rule there is a 5-7% drop in the design capacity of batteries every 30 days.

#### Actual performance parameters of the batteries

- The batteries are warranted against manufacturing defects only and not against normal deterioration in their performance. Please read the battery warranty clauses carefully (Ref. pageno....09.)
- The mileage and the condition of your VIRALKA batteries can greatly deteriorate more than that specified above if any of the steps mentioned in this manual is not carried out properly and completely.
- In case of any warranty claim of batteries requested by the customer the following procedure will be followed to accept or deny the claim related to battery.
- The VIRALKA battery is a special application battery meant only for the electric vehicle. Do not use EV Vehicle battery for any other
  application or product.
- •Never short circuit the positive and negative terminals of the battery. It will damage the battery & can cause severe injury and fire Range: many factors govern the mileage that your VIRALKA gives which includes: The charge of the battery, air pressure of the tyres, adjustment of the brake (Dragging brakeshoe will adversely affectrange), an overloaded vehicles requires more energy to accelerate which result in a loss of range, frequent stop and startusage (full power from a standing start draws the most amperage from the battery)

## **VIRALKA** vehicles Warranty

## Procedure and system for setting battery warranty claim

- Claim will be reject if the loss of capacity of batteries is within the normal limits as specified above or in this manual on page no. 10. The loss of capacity
  will be checked on the electronic equipment and instruments that is available with the dealer / Company
- In such above cases the customer may request dealer to try and revive the batteries at customer's risk by repeatedly charging / Discharging batteries
  using special equipments, leveling the batteries and reinstalling batteries in a different orientations. All this will be done on chargeable basis and without
  any guarantee of revival of the batteries to the design capacity.
- The system of checking and reviving batteries may take few days because of the time required to charge and discharge the batteries
- The customer may have to leave the Battery Set with the dealer for few day.

## Tips for batteries performance

- Batteries are totally packed with seal and dry type batteries.
- Charge the batteries till full charge(Green signal in charger) after every ride and every day. Frequent charging does not harm the batteries
- Batteries need to fully charge and fully discharge once a in the month
- Discharge the batteries before long storage by running the scooter
- Keep batteries cool. Charge under shade. Charge after at least 40 minutes of a long drive
- Start switch should be switch off during charging
- Check fortnightly, any sings of bulging and if so immediately take to your nearest VIRALKA ELECTRIC dealership
- Get the batteries balance by rotating every 03 months from your nearest VIRALKA ELECTRIC.
- Don't use brake levers while accelerating , Do not overload the scooter
- Please keep the batteries from water and do not wash batteries.
- · Apply petroleum jelly on terminals while any repair of battery.



## Battery Charger

The charger charge the batteries after use, Chargers are rated in terms of charging current (amps) and battery pack voltage. The charger converts in
AC to DC to store power in the battery. This charger can be used with any normal domestic AC plug point (3A To 6A). This makes charging of the
battery pack easy and Convenient. Moreover, the charger provided along with your electric vehicle is designed to avoid overcharging

## How to operate charger

- Put the charger at dry and flat surface
- Insert the 3 pin plug of charger in to wall socket
- 3. Fix the output lead of charger to the charging socket on the vehicles & charger indication glow/blink and switch on the wall socket
- The battery is completely charge when charger show Green light i.e. 100 %.

Warning- In case the output cable in the charging socket is not fully connected and charger start glowing (20-100%) blinking .

#### Note -

- Charging time for Lithium Ion 3-4 Hrs/Lead Acid 8-9 Hrs for complete charging.
- Charger to be kept connected for further 1-2 hours.

## Important notes about charging your vehicle

- · Incase of water entry inside the charger the warranty will be null and void.
- The power switch lock must be the OFF position when the VIRALKA ELECTRIC is being charged.
- · Before charging ensure that the fan inside the charger is working properly.
- The battery charger supplied with this battery is for indoor use only.
- Avoid any contact with water or other fluids whiles charging the battery. If the battery charger or any connections get wet immediately unplug the charger and thoroughly dry all components prior charging the battery.

## MANUFACTURER'S COPY Delivery

given by the customer to "VIRALKA ENGINEERS PVT LTD" dealer at the time of taking possession of new vehicle)  $\frac{1}{2}$ 

Certificates. (To be

Frame No. ...... and Motor No. .....

The terms of warranty have been explained to me and I agree to abide by the same.

associated with or derived from the reduction of greenhouse gases generated by the above mentioned vehicle. I will not sell, negotiate or authorize any person or entity to consider or negotiate on my behalf greenhouse gas emission reduction generated by this vehicle except "VIRALKA ENGINEERS PVT LTD".

I also transfer to "VIRALKA ENGINEERS PVT LTD", free of any interest of third parties, all the rights, participation, credits, permits and benefits

I have also received the following items along with my Vehicle with out extra charge. Tool Kit, Mirror Set, Owners' Manual Set of Keys, Battery Charger Location of Tool Kit/Battery Set/Charger & MCB in the vehicle has been shown to me.

I have ridden / checked all functions of vehicle and found the vehicle in perfect working condition to my entire satisfaction. I hereby declared that if any of the free or paid service coupons and battery rotation coupons (VRLA)/Battery test report coupons (Lithium-ion) as per schedule are not availed then warranty will null & void

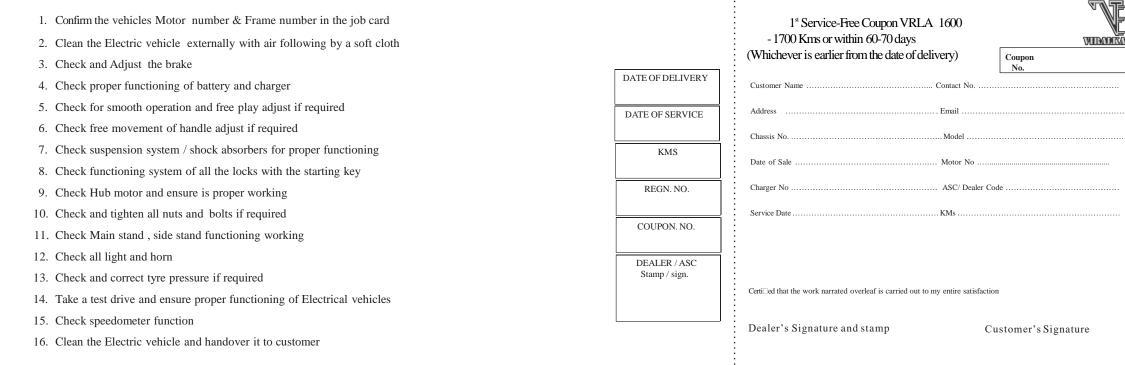
Customer Signature:

Delivery Certificate

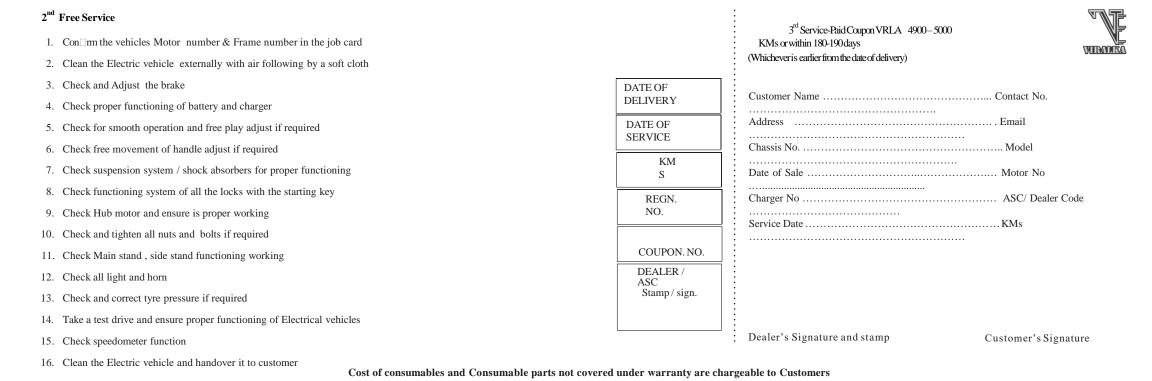
Customer Details		Father Name	Owner Manual No.	VIBAD
Contact No	Age G	GenderLoo	cation	
own/City Other Information	State	Pin Code	Email	
ehicle Details				
Chassis No		Motor No		
Model Date of	of Sale	Dealer Code		
Battery No.1		Battery No. 2	2	
Sattery No.3		Battery No. 4	ı	
Battery No.5		Vehicle Color	ur	
Charger No		Controller No		
have read and understood 1) D chedule mentioned in this owner's ou can send me your product info	s manual which is received	lby me.	,	,
Dealer Signature:				

Customer's Signature

Part



<ul> <li>1<sup>st</sup> Free Service</li> <li>1. Con   m the vehicles Motor number &amp; Frame number in the job card</li> </ul>		: 2 <sup>nd</sup> Service-Free Coupon VRLA 3300-3400 Kms	44
2. Clean the Electric vehicle externally with air following by a soft cloth		or within 120-130 days	MIL
3. Check and Adjust the brake		(Whichever is earlier from the date of delivery)	Coupon No.
4. Check proper functioning of battery and charger	DATE OF DELIVERY	: Customer Name	. Contact No.
5. Check for smooth operation and free play adjust if required			F 1
6. Check free movement of handle adjust if required	DATE OF SERVICE	Address	
7. Check suspension system / shock absorbers for proper functioning	KM	Chassis No.	Model
8. Check functioning system of all the locks with the starting key	S	Date of Sale	Motor No
9. Check Hub motor and ensure is proper working	REGN.	Charger No	ASC/ Dealer Code
10. Check and tighten all nuts and bolts if required	NO.	Service Date	KMs
11. Check Main stand, side stand functioning working			
12. Check all light and horn	COUPON. NO.		
13. Check and correct tyre pressure if required	DEALER / ASC		
14. Take a test drive and ensure proper functioning of Electrical vehicles	Stamp/sign.	. Certi □ed that the work narrated overleaf is carried out to	my
15. Check speedometer function		entire satisfaction	
16. Clean the Electric vehicle and handover it to customer		: Dealer's Signature and stamp C	Customer's Signature
Cost of consumables and Consumable parts not covered under warranty are chargeable to Customers			



3 <sup>rd</sup> Free Service		:						A
1. Con ☐rm the vehicles Motor number & Frame number in	the job card	: Custome	er Name				Contact No	TATERAT
2. Clean the Electric vehicle externally with air following l	by a soft cloth	: Sr.	Date of	KM	Days	Job		Service
3. Check and Adjust the brake		No.	Repair			Card No.	Job Details	Dealer
4. Check proper functioning of battery and charger								
5. Check for smooth operation and free play adjust if requir	red							
6. Check free movement of handle adjust if required								
7. Check suspension system / shock absorbers for proper fu	nctioning							
8. Check functioning system of all the locks with the starting	ng key							
9. Check Hub motor and ensure is proper working								
10. Check and tighten all nuts and bolts if required								
11. Check Main stand, side stand functioning working								
12. Check all light and horn								
13. Check and correct tyre pressure if required								
14. Take a test drive and ensure proper functioning of Electric	ical vehicles							
15. Check speedometer function	Cost of consumables and Consumable parts							
16. Clean the Electric vehicle and handover it to customer	not covered under warranty are chargeable to Customers	:						