



IMPORTANT FREQUENTLY ASKED QUESTIONS REGARDING EVTAMERICA Z-20 AND R-20 AS WELL AS EVT 4000e and 168

Q: FULLY CHARGED, WHAT IS THE RANGE OF THE ELECTRIC MOTORCYCLE? HOW FAR WILL IT GO?

The Range is affected by the weight of the rider, the type of terrain, the wind resistance and the speed in which the scooter is driven. With a 160-pound rider on a flat paved road under normal driving conditions the range may fluctuate between 30 and 45 miles. Another important consideration is the quality and condition of each and every battery and that they are fully charged. The range of our electric scooters should provide the rider with the distance necessary to satisfy the average driving needs. Remember you can recharge anywhere there is an electric outlet available. Just plug it in.

Q: WHAT PRECAUTION SHOULD A DRIVER TAKE SO AS NOT TO RUN OUT OF ENERGY ON THE ROAD?

In the case of the EVTA Z-20 and R-20 on the dashboard or control panel there is a very precise gauge (BDI) that tells you exactly how much power you have left on your batteries. There are 10 bars on the display and as the batteries discharge the bars progressively move down using a light to indicate which bar you are at. Eventually, when the last three bars are reached, the light gets more orange; the next to last being a brighter orange and the bottom bar being red, which will start blinking indicating that you are about to lose power altogether. It is simple, straightforward and accurate. Just look at the gauge and you will know how much energy you have left in your batteries.

In the case of the 4000e or the 168, three warning signals will be observed by the driver when the energy levels of the batteries are running exceedingly low. When these signals are observed, it is time to charge the batteries.

1. First, on the dashboard, there is a LED light gauge that determines with three different color lights, (red, yellow and green) the level of energy, from E for empty to F for Full, that remains in the batteries. A persistent yellow light means that you have less than 5 miles of energy left in the batteries.
2. Second, a warning beep will caution you that you are down to almost ten percent (10%) of a full battery charge level. The beep will become more consistent the closer you get to the ten percent level, which is the lowest allowable level.
3. Third, the driver will notice a decrease in acceleration power as well as in speed.

Q: IS RIDING AN ELECTRIC SCOOTER A COMFORTABLE RIDING EXPERIENCE?

Riding an electric scooter is indescribably more comfortable than riding a gasoline motor scooter. The silence and the smoothness of a direct drive electric motor-driven cycle or motorcycle are incomparable resulting in a superior driving experience. Comparing electric scooters with gasoline scooters is like comparing apples and oranges. They are totally different in almost every way. Once you go electric you will never want to go back to gasoline.

Q: DO YOU HAVE TO WARM-UP THE ELECTRIC SCOOTER BEFORE RIDING IT?

There is absolutely no warm-up time needed. Just turn the key ON and you are ready to go. It cannot be any easier. Besides, the same will happen in winter, spring or fall; the electric scooter is always ready to go and is not affected by weather conditions or temperatures.

Q: IS MAINTENANCE OF AN ELECTRIC VEHICLE DIFFICULT AND COMPLICATED?

Electric Transportation means minimum maintenance. Consider the fact that our electric scooters or motorcycles have no combustion engine, no transmission, no belts, no chains, no gasoline, no lubricants, no ignition or spark plugs, no carburetor, etc. Modular designed components are practically maintenance free. The unique design of the direct drive system with the hub motor and the total absence of belts or chains make this scooter much easier to maintain than any other electric or gasoline scooter in the market today. However, preventive maintenance and routine maintenance is recommended as there is always the danger of corrosion and the possibility of loose wires resulting from vibration.

Q: WHAT ABOUT PARTS, IS IT A PROBLEM GETTING PARTS FOR THE EVT SCOOTERS OR EVTA MOTORCYCLES?

Not in the least. Parts are not and will never be a problem and they will always be available directly through EVTAMERICA dealers and distributors as well as directly through EVTAMERICA online. Your local EVTAMERICA dealer is required to carry a Parts Inventory large enough to fulfill any local customer's need.

The regular expendable Parts like tires, brake pads, bulbs, etc. can be found in just about any regular scooter or motorcycle store, which means that you are not obligated to buy them from EVTAMERICA although you can if you wish. If the size matches it will work. The choice is open to you.

Fundamental Parts such as the Hub Motors, DC to DC converters or Controllers may be purchased through EVTAMERICA dealers,

distributors or directly from EVTAMERICA online without any limitations.

EVTAMERICA will also sell you batteries at reasonable and competitive prices. You may choose from different available brands of batteries and the choice will be yours to make.

Whatever the case, the need for spare Parts should never be a problem for any of the EVTAMERICA products.

Q: CAN THE ELECTRIC SCOOTER BE CLEANED OR WASHED WITH WATER WITHOUT ANY CONCERN?

Due to its Direct Current source and 60-volt or 48-volt system (depending on the model of the vehicle) design, there is no danger when the scooter gets wet. However, one should be careful not to pour water directly into the Charger outlet, the Controller or the Batteries when washing or cleaning. Needless to say rain or snow does not affect the function ability of the electric scooter.

However, we also know that water and electricity do not mix well. But our vehicles are made to be able to be ridden in the rain and snow. Sensitive electric areas are well protected.

Q: DO YOU NEED TO WEAR A HELMET TO DRIVE THE ELECTRIC SCOOTER?

For safety reasons we always advise the use of a helmet. It really is a very important safety measure. However, local law dictates whether wearing a helmet is legally obligatory or not. EVTAMERICA ADVISES YOU TO WEAR A HELMET ALWAYS.

Q: IS IT EASY TO RECHARGE THE BATTERIES?

Yes, it is very easy. The user just needs to insert the input plug of the Battery Charger into any regular wall outlet of AC110V (or AC220V) and the output plug into the inlet of the scooter or the motorcycle, which is clearly marked. The Soneil charger has an ON and OFF switch and this must be turned on before it can start charging.

The Z-20 and the R-20 come with a State of the Art Charger made by Soneil that automatically turns off when the batteries are fully charged. This Soneil Charger (60V-5A) is a universal charger and can be used in 110V and 220V AC currents, so it may be plugged into any type of AC outlet (throughout the world). The manufacturer recommends that you keep your motorcycle charging any time that you are not using it. When the batteries are fully charged it goes into trickle mode and it automatically turns on and off to keep your batteries fully charged at all times. Doing this will not hurt your batteries and in fact the batteries will last longer and perform better. Soneil made this Charger specifically for the EVTA Z-20 and R-20 motorcycles. [See details of the Z-20 Charger.](#)

REMEMBER, IN THE CASE OF THE EVTA R-20 OR Z-20 KEEP CHARGING YOUR BATTERY UNTIL YOUR CHARGER STOPS. AND IF YOU WANT TO KEEP THE CHARGER ON EVEN AFTER IT STOPS, YOU MAY DO SO. IT WILL NOT HURT THE BATTERIES. THE CHARGER WILL GO INTO TRICKLE MODE MEANING THAT IT WILL CONTINUE TO TOP YOUR BATTERIES AS NEEDED.

The charger of the 168 and the 4000e is not automatic and you must disconnect the Charger when the charging light turns green. Overcharging the battery as a result of neglect and continuing to charge the battery after the light on the Charger has turned green may negatively affect the batteries. You must keep an eye on this battery Charger.

Q: HOW LONG WILL THE BATTERIES LAST, WHAT IS THE BATTERIES LIFE CYCLE?

Normally the batteries should last between one and one half (1.5) to two (2) years and possibly more.

It is true that the battery's life cycle will be reduced or damaged if an insufficient charge level is retained for a long periods of time. That is why The battery manufacturers as well as the battery charger manufacturers recommend that you keep our batteries as fully charged as possible. However, depending on the user's proper care, between 300 and 500 cycles is to be expected.

Note: The battery manufacturers state that the batteries will not perform to their fullest until after approximately the 15th or 16th full deep cycle.

EVTAMERICA designed and manufactured EVTA batteries for the Z-20 and the R-20. For more information regarding EVTA batteries please read [EVTA Batteries Specs.](#)

Q: HOW CAN I KNOW THE BATTERIES' ENERGY LEVEL?

The R-20 and the Z-20 sport a battery discharge indicator which is micro-processor based and uses algorithms to determine the true state of discharge while the scooter is running. It is not a voltmeter so it does not tell you when the batteries are fully charged when charging, but it is extremely accurate and gives the state of discharge at any given time while the scooter is travelling using a bar-graph display on the dashboard. The bar graph tells you how much power you have left on your batteries at all times while the scooter is running. It is simple but quite precise.

NOTE: The Battery Discharge Indicator can and will indicate a full charge even if the batteries are not full, so do not use the BDI to find out when you have a full charge.

THE BEST WAY TO KNOW IF YOUR BATTERIES HAVE A FULL CHARGE IS WHEN THE SONEIL CHARGER AUTOMATICALLY STOPS. JUST KEEP CHARGING UNTIL THE CHARGER AUTOMATICALLY STOPS.

In the case of the 4000e and the 168 the display panel includes a row of LED lights, which clearly indicate the power level of the batteries.

1. FULL: First green light is on.
2. HALF FULL: Second green light is on.

3. TEN PERCENT LEFT: Yellow light is on and you also hear a Warning Beep (At this level, charging is highly recommended).
4. EMPTY: Red light is on (Immediate charging is necessary).

Q: IF ONE OF THE BATTERIES HAS A PROBLEM DO I NEED TO CHANGE ALL THE FOUR BATTERIES?

Not usually. Simply ask your dealer to check the condition of your batteries and only replace that battery which has a problem. You may also check your batteries at any automobile battery store that has battery testing equipment.

Note: On the Z-20 and R-20 motorcycles which are run on 60V electrical systems, the vehicle will not run when the batteries are not capable of delivering 60Volts. The same holds true with the EVT 4000 and the 168 bikes which are 48Volts and need a minimum of 48 volts to run properly.

Q: CAN A RIDER GET BURNED WHILE RIDING THE ELECTRIC SCOOTER?

Riders will not get burned from riding our electric scooters or motorcycles. There is no exhaust pipe like in gasoline scooters. Impossible to get burned on this scooter. Nothing heats up that much.

Note: In very hot ambient conditions, the motor and controller and the disc brake can get fairly hot and should someone deliberately put his or her hand on it they could get burned.

Q: WHAT ARE THE ADVANTAGES OF HAVING AN ELECTRIC SCOOTER OR MOTORCYCLE?

No noise, no pollution, no fuel, no nasty odors, no emissions, practically no maintenance, smooth running, easy operation, low cost energy consumption. But above all you will never again be concerned with rising gasoline prices.

Q: WHO WOULD BENEFIT FROM OWNING AN ELECTRIC SCOOTER?

Most persons would benefit from owning an electric scooters or motorcycle because it is practical, easy to drive and inexpensive to run. But persons who commute within a reasonable distance, such as employees, housewives, students, guards, security personnel, and office workers, have a big incentive. People who work in places where parking facilities are very limited and expensive would greatly benefit. Persons who are able to charge the scooter while at destination in order to return safely to the point of origin have an added advantage because they can in fact duplicate the range of the electric vehicle. Remember that electric vehicles are not only reliable but very safe.

Q: HOW CAN I PAY FOR MY ELECTRIC VEHICLE?

We accept all major credit cards including Visa, Master Card and American Express in the United States. You may also pay with a check, money order, cashiers check or wire transfer. Confirmed Letters Of Credit are also acceptable. All orders are prepaid and delivery is not executed until funds have cleared.

Q: ARE THERE TAXES ON MY ELECTRIC POWERED VEHICLE?

Sales tax will vary depending upon where you live and plan to use your electric vehicle. Normally you will pay for the Sales Tax when you register your scooter or motorcycle and not when you purchase it.

Q: WHAT DO I NEED TO REGISTER MY SCOOTER OR MOTORCYCLE IN MY STATE?

Each Z-20 or R-20 will have an official VIN number and be sold with a Manufacturers Certificate of Origin "MCO", a Bill of Sale (Paid Invoice) and an Odometer Disclosure Statement for legal registration. This is all that is needed for you to register and tag your motorcycle.

Q: IS IT DIFFICULT TO DRIVE AN ELECTRIC MOTORCYCLE?

EVTAMERICA wants to take the opportunity to emphasize the need of every purchaser to learn about driving a motorcycle. Most States sponsor safety courses, and require motorcycle knowledge and skills tests. Our electric motorcycles are powerful machines that can reach a speed of 45 miles per hour and can hurt anyone not familiar with driving a motorcycle. Not only can you hurt yourself but you can also hurt others. We urge you to be responsible and take a motorcycle driving course. This is important advice. In order to give an example that will make you better understand and guide you in the need to educate yourself in driving a motorcycle we have decided to provide you with a link to show you what the DMV is doing in Florida. Here is the link: [Regarding Driving Motorcycles in Florida](#). Most other States offer much the same. Last but not least, PLEASE always wear a helmet when you are riding!

Q: ARE EVTAMERICA ELECTRIC VEHICLES STREET LEGAL?

There are restrictions on electric vehicles in some states but EVT and EVTA vehicles are DOT compliant on a Federal Level, which means that they meet Federal Safety Standards and are legally registered by the NHTSA. We will also do everything possible to register our compliance with States at their level. Nevertheless, since laws vary from State to State, you should contact your state's Department of Motor Vehicles and also your local municipalities to see what electric vehicle laws are in effect before purchasing your first motor powered vehicle. Knowing the law is the Buyer's responsibility. We will not refund or allow the return of a purchase based on the Buyer's inability to register a vehicle in their State or be allowed to drive their vehicle in their home town. Note: The

windshield is not DOT compliant and it is sold as an accessory which is used at the customer's discretion. Since the windshield, like the rear trunk, are not an integral part of the vehicle they do not have to be DOT compliant, but it is important to make sure that everyone realizes that this accessory is not DOT.

Q: HOW HARD IS IT TO ASSEMBLE MY NEW ELECTRIC VEHICLE?

All our electric vehicles are shipped 100% assembled and with clear instructions on how they run. All our electric scooters are delivered to Buyer "turn-key" ready. Even the batteries are charged. However, keep in mind that at times your vehicle will have travelled thousands of miles by Sea and Land to reach you. The tossing around and vibrations suffered while in the process of shipping could loosen some nuts, bolts, or wires and therefore we suggest that you go over your bike and tighten up whatever you might find loose.

We will also provide Buyers with instruction manuals for a better understanding of their electric vehicle and we will post quick reference guides on our website as well as photos and videos for rapid consultation of your vehicle and how to fix a problem that may arise as well as better acquaint you with your electric vehicle.

Q: WHAT ABOUT WHEN I ORDER NEW BATTERIES?

There will be times when we will send the Buyer the set of batteries on a separate package. We do this to be sure that the Buyer will be receiving fresh new batteries. In said case the Buyer will have to install the batteries. An instruction manual will be included with the purchase on how to install batteries.

Q: IS A CHARGER INCLUDED WITH MY PURCHASE OF AN ELECTRIC VEHICLE?

Indeed, a Charger is included and in the case of the EVTA products the Soneil Chargers are under Manufacturer's Warranty explained in a prior question and answer. The EVT Chargers (4000e and 168) do not have a Manufacturer's Warranty.

Q: WHAT WARRANTY COVERS MY SCOOTER OR MOTORCYCLE?

Your motorcycle is covered by a ONE YEAR or FIVE THOUSAND KILOMETERS (whichever comes first) limited warranty offered by the Parts Manufacturer for the following specific and essential Parts.

The warranty covers:

1. **The Hub Motor**
2. **The Controller**
3. **The DC to DC Converter**
4. **The Throttle**
5. **The Charger**

Note:

EVTA Batteries have a 90-day limited warranty as of the date in which the vehicle is delivered. The replacement process is the same as any malfunctioning part under the Limited Warranty Policy. Other brands of batteries are not covered by any type of warranty unless specified by the Manufacturer through EVTAMERICA when sold to a customer.

The Limited Warranty is offered by the Parts Manufacturer through EVTAMERICA. No other Part other than those listed above carry any manufacturer warranty. Furthermore, gifts given by EVTAMERICA in promotional sales packages, such as a windshield and a trunk in the 2007 Z-20 model production, are not under warranty.

If a Part while under warranty ceases to function as a result of a manufacturing flaw, it will be replaced by EVTAMERICA and the Buyer will not be charged for the Part.

The procedure is as follows:

The "malfunctioning" part has to be shipped back to EVTAMERICA by the Buyer where it will be examined to determine the reason why it is not functioning. If EVTAMERICA determines that the Part in question does not function as a result of tampering or mistreatment, the warranty becomes null and void. If on the other hand EVTAMERICA determines that the Part in question ceased to function as a result of manufacturing flaw, then the warranty is valid and the Part will be replaced FREE of charge.

Note: The replacement under warranty of a Part is FREE. However, the cost of shipping is not included by the warranty. The Buyer has to assume the cost of shipping both ways.

Q: WHAT IS AN EXPENDABLE PART?

Expendable Parts are defined as those that are consumable such as brake pads, light bulbs, tires, plastics and unless specified to the contrary also batteries. Expendable Parts, if they break or cease to function have to be replaced at the expense of the Buyer. If they can not be purchased locally EVTAMERICA can sell them to the Buyer ONLINE at competitive prices. The cost of shipping and handling Parts to customers is not included in the cost of a Part.

Q: WHAT IS THE AVAILABILITY OF PARTS UNDER WARRANTY OR NOT UNDER WARRANTY?

EVTAMERICA should always be able to provide any spare Part needed for EVTA products. Some Parts may take some time to replace; when outdated or, in rare occasions, when no longer carried by the manufacturer. In such cases patience is required as we strive to satisfy a buyer's need.

Q: HOW CAN I CANCEL MY ORDER AFTER EXECUTING IT?

To cancel your order you will have to contact us and let us know before the order has been shipped.

Note:

Once an order has been shipped, it cannot be cancelled and shipment cannot be stopped. If a Buyer chooses to cancel an order once it has been shipped, Buyer will be charged for shipping and handling back the order to where it was shipped from. Furthermore, any returned order will be charged a 30% restocking fee. (Thirty percent (30%) restocking fee means thirty percent of the cost of your vehicle. Shipping and handling costs are not refundable.)

Q: WHAT HAPPENS IF I DON'T LIKE THE VEHICLE I JUST PURCHASED?

We accept returns of **unused** vehicles for up to 30 days after you receive the electric vehicle. If you would like to return your vehicle, please notify us in writing. A representative will e-mail you a Return Material Authorization number (RMA) and return instructions within 24-48 business hours. (30 days after you receive the vehicle means within 30 days of the date in which the vehicle was delivered.) (The key word here is "**unused**". If a vehicle has been run for over 25 kilometers as specified by the odometer, it will be considered **used**)

NOTE:

You must pay for return shipping and handling (including insurance) and a 30% restocking fee on all returned products. All unauthorized or used returns are subject to a 50% restocking fee. Damaged or tampered returns will be evaluated when received by us and a discount applied accordingly. You will not be refunded any amount to be specified until we can evaluate the vehicle returned at our specified facility where you are to ship the returned vehicle in accordance to your RMA instructions. The product to be returned must be crated in its original crate so that it may be safely returned without causing shipping and handling harm to the vehicle.

Q: WHAT HAPPENS IF THE VEHICLE I RECEIVE IS DEFECTIVE IN ANY WAY?

All our vehicles are inspected before shipping and handling. The inspection is very detailed and we make sure the vehicle is in good working condition. All vehicles leave our factory in perfect working condition. If they are not in perfect working condition they will not be shipped.

If a vehicle received by the Buyer is not in perfect working condition (not running properly or not running at all), EVTAMERICA has to determine as rapidly as possible why the vehicle is not working, considering the fact that it was in perfect condition before shipping. To expedite the process it is most important that the Buyer notify EVTAMERICA by writing immediately to support@evtamerica.com to report the problem encountered.

EVTAMERICA will try to immediately determine why the vehicle is not functioning. In diagnosing the problem with the help of the Buyer, EVTAMERICA Customer Support will determine if said problem is the result of damage caused by shipping and handling (which is not uncommon) or because of another unrelated reason. We will address both possibilities separately.

Q: WHAT ABOUT DAMAGE CAUSED BY SHIPPING AND HANDLING?

The first step is to determine what caused the damage. If in doubt, Buyer should first contact Customer Support (support@evtamerica.com) for assistance in diagnosing the cause of the damage. If the damage was caused by shipping and handling it is usually very obvious but this is not always the case. If in doubt Customer Support can assist Buyer in determining the cause of the damage. If it is determined that the damage has been caused by shipping and handling then the solution of the problem is resolved through an Insurance Claim.

If the vehicle was damaged as a result of improper handling by the freight people, it will be covered under the freight people's insurance policy or by the insurance policy ordered by the Buyer when purchasing the vehicle to cover potential shipping and handling damage. We always advise Buyers to include an insurance policy with the cost of freight. It is not that expensive and provides security. However, in most cases, EVTAMERICA will insure all vehicles being sent directly by EVTAMERICA to your shipping and handling address and when we do so we let the Buyer know that their cost of shipping and handling includes or does not include insurance.

Note:

DAMAGE CAUSED BY SHIPPING AND HANDLING is resolved through an Insurance Claim made to shipper. The claimant is whoever paid for the Insurance. However, the process of making an insurance claim is usually a joint initiative on the part of both the Buyer and EVTAMERICA.

INSURANCE CLAIMS MUST BE QUICKLY AND EFFICIENTLY DOCUMENTED BY THE BUYER WITH PHOTOS OF THE DAMAGE AND TEXT DOCUMENTING THE EXTENT AND NATURE OF THE DAMAGE.

THIS DOCUMENTATION MUST BE SENT BY EMAIL TO damageclaims@evtamerica.com AS SOON AS POSSIBLE.

PLEASE DATE YOUR CLAIM AS PROOF OF TIMELY ACTION ON THE PART OF THE BUYER. THE FACT IS THAT INSURANCE COMPANIES ARE NOT PLEASED AT ALL ABOUT PAYING FOR INSURANCE CLAIMS AND WILL MAKE IT AS DIFFICULT AS POSSIBLE IF IN PARTICULAR THE CLAIMANT IS NOT ABLE TO PROVIDE PROOF OF DAMAGE.

EVTAMERICA WILL COOPERATE WITH BUYERS THAT HAVE SUFFERED SHIPPING AND HANDLING DAMAGE BY PROCESSING CLAIMS DIRECTLY. BUT EVTAMERICA NEEDS HELP TO DO THIS PROPERLY. THE AFFECTED PARTY HAS TO PROVIDE EVTAMERICA PROOF OF DAMAGE SUFFERED. THE DAMAGE HAS TO BE DOCUMENTED WITH TEXT AND PHOTOS.

If your vehicle arrives damaged inside the crate, please report damage within three (3) days of receiving the vehicle.

If you fail to report the damage or do it beyond those first 3 days, you may lose the opportunity to make an Insurance Claim. If you lose the opportunity to make an insurance claim, your only protection is the Limited Warranty for the specified Parts that carry a warranty. However, you must register your motor powered vehicle with EVTAMERICA within 10 days of receiving it; otherwise, the warranties are NULL and VOID. Nevertheless, if you have purchased your vehicle ONLINE directly from EVTAMERICA, then your vehicle is automatically registered and the Buyer does not have to be concerned with registering it again.

Q: WHAT HAPPENS IF THE VEHICLE I RECEIVE HAS NO VISIBLE DAMAGE FROM SHIPPING AND HANDLING BUT YET THE CRATE SHOWS EVIDENCE OF STRESS AND THE VEHICLE IS NOT WORKING PROPERLY OR AT ALL?

We have enough experience in shipping and handling to understand that a vehicle delivered may not show visible damage and yet it may still be affected by it having been mishandled by shipping and handling. In most of these cases the crate will show some signs of stress which needs to be photographed and documented accordingly and forwarded to us as with any insurance claim. These exceptional situations are only valid if the delivered vehicle does not function at all or is not working properly when delivered. Again, time is of an essence, and the Buyers must report promptly and textually what his experience is with the vehicle received within 3 working days of delivery. This is a condition not established by EVTAMERICA only but in fact governed by the INSURANCE COVERAGE.

We always recommend that the Buyer contact technical support at support@evtamerica.com or by phone (305-450-3600) and report the condition (**preferably in writing**) of the vehicle received and explain as best as possible the problem experienced. Beyond those first 3 days your protection is limited to the limited warranty offered for specified parts.

Q: WHAT HAPPENS IF THE VEHICLE I RECEIVE IS DEFECTIVE IN ANY WAY AND CUSTOMER SUPPORT AGREES AND DETERMINES THAT THE PROBLEM IS NOT RELATED TO AN INSURANCE ISSUE.

If a vehicle received by the Buyer is not in perfect working condition (not running properly or not running at all), and it is determined by Customer Support that it is not an Insurance Issue, then EVTAMERICA will stand by its product and provide all the assistance necessary to repair the vehicle and restore it to its working condition at no expense to the Buyer.

Buyers must report promptly and textually what his experience is with the vehicle received within 3 working days of delivery to be provided full free assistance including free replacement of any Part that may be required. (The key issue here is to report the situation to EVTAMERICA within three (3) working days of delivery. If the Buyer decides to store his vehicle in his garage for an unspecified amount of time for whatever reason and then after that time discovers a problem, he will be in violation of the three day notification condition provided for reporting a problem and will therefore lose the benefits resulting from said condition.)

Buyers must understand that even though we will put our best effort to restore a vehicle to working condition it sometimes is a tedious process. Trying to diagnose a problem from a long distance over the phone can be a trying experience. Getting to the core of a problem and replacing a needed part takes time no matter how rapidly Customer Support wants to act. However, EVTAMERICA is hurriedly creating a dealer and repair facility network capable of attending local issues promptly. This list has already been posted on our website and it is rapidly increasing in number. EVTAMERICA wishes to provide Buyers with the best customer service possible. We are careful with the choices that we are making in incorporating reliable technicians with high business and ethical standards.

Q: WHAT HAPPENS IF THE VEHICLE BREAKS A FEW DAYS AFTER DELIVERY OR ANY TIME IN THE FUTURE?

Every vehicle purchased from EVTAMERICA carries a limited manufacturer's parts warranty as explained before. If your vehicle breaks after the warranty expires, our customer service department can still assist you in repairing your vehicle.

There is in fact more than one option which you can choose from. Let's review them.

The most obvious one is to deliver or ship your vehicle to one of our associated repair facilities to have it repaired. You will be charged for Parts and Labor and technicians could charge between \$40 and \$90 per hour for labor on any type of electric vehicle repair depending on the area of the country where the authorized repair facility is. If Parts need to be replaced you will be charged for them. If you are still covered under the limited warranty then those parts covered will be FREE, but if they have to be shipped to the repair facility and you will be charged for shipping and handling and the warranty policy must be followed accordingly.

Shipping and handling or delivery of a vehicle to a dealer or repair facility by a Buyer is not covered by any warranty. The Buyer must assume the cost of delivering the malfunctioning vehicle to the dealer or repair facility. Some repair facilities might be able to pick up your vehicle from wherever you have it as well as return it once that it is fixed, but most probably you will be charged for the service.

Nevertheless, before resorting to sending back the vehicle the first thing that Customer Support will do is to try to help you fix the problem yourself. You will be able to talk and or write to our technicians (support@evtamerica.com) who will try to diagnose or pinpoint the problem that you are having with your vehicle. If the problem can be diagnosed he will refer you to "Quick Reference Guides" that address the specific nature of your apparent problem and instruct you on how to fix said problem in an easy to understand format including photos and or videos. (See [HELP](#) page on our website) The purpose of doing it this way is to keep the cost down as much as possible for the Buyer. In fact, according to our Technical Department, most problems in our electric vehicles can be fixed this way.

If by chance you are not handy with technical issues or don't feel like trying to fix your vehicle, most probably we can locate for you someone who can repair your vehicle that is near you. Because spare Parts are readily available and may be purchased through EVTAMERICA online this should not be an expensive issue. Spare Parts can be purchased from EVTAMERICA and shipped to you anywhere. If still under warranty, Parts are FREE but you will have to pay for shipping and handling. You also have available to you in our website a list of Dealers and Repair Facilities that have already been credited by us as serious and reliable. However, EVTAMERICA always recommends that you request an estimate in writing for the cost of repairing your vehicle before you authorize the repair. Labor is not covered by any warranty. Buyer is responsible for the cost of any labor.

If we can not locate a trustworthy place that can fix your vehicle near you, which is quite unlikely, as a last resort you can always ship your vehicle to our Miami, Florida repair facility and we will fix it for you and return it once it is fixed. Again, shipping and handling, including insurance, both ways is paid for by the Buyer. You may use your own shipping and handling company if you prefer or think that you can get a better shipping and handling price. If the vehicle is under warranty based on our limited warranty policy already explained, parts covered under said warranty that need to be replaced will be replaced FREE of charge. We, in Miami, Florida will charge labor at a rate of forty dollars (\$40) per hour.

The fact is that electric vehicles rarely break down and are practically maintenance free. There are exceptions and they are:

1. When the vehicle has just been received and, as a result of shipping and handling (after several thousands of miles riding in various trucks and a long sea voyage), wires as well as nuts and bolts can become loose and will need tightening.
2. When the vehicle is left stored for a long time without use, particularly in a hot and humid environment where terminals and wires can become corroded or sulfated over time and need cleaning.
3. No doubt, a specific part such as a motor or a controller can suddenly fail for reasons unknown (usually a manufacturing flaw) and stop working even after having been tested thoroughly before shipping. We are always trying our best to reduce these isolated cases but, as with most electrical components that are new and complex, it does happen and it is almost impossible to detect until the problem occurs. When it does happen, EVTAMERICA will replace the part as explained previously.
4. As a precautionary step it doesn't hurt to perform preventive maintenance from time to time by making sure that all terminals and connectors are tight and corrosion free. An electric vehicle, like any other vehicle, can and will suffer from continuous vibrations while running as well as the usual wear and tear that any and all vehicles experiences in their normal use over time. Check your vehicle and make sure that wires as well as nuts and bolts are tight.
5. As a last suggestion we recommend all Buyers not to destroy or throw away the crate in which your vehicle was shipped. Keep it in as best condition as possible for as long as possible until you are sure that your vehicle is stable and reliable.

In all cases EVTAMERICA stands by its products and will always try to assist you as much as it possibly can in resolving your problems and your needs. We firmly believe in electric vehicle transportation, its ease of use, its reliability, its functionality.

Q: OTHER LEGAL CONSIDERATIONS?

Applicable Law and Venue. All Parties agree that any Purchase or Sale Agreement with EVTAMERICA shall be construed and enforced under the laws of the State of Florida, U.S.A.

IN CASE OF CONFLICT

Venue - All parties to any Purchase or Sale Agreement and or Contract with EVTAMERICA agree and understand that any and all litigation shall be brought forward in Miami Dade County, Florida, United States of America.