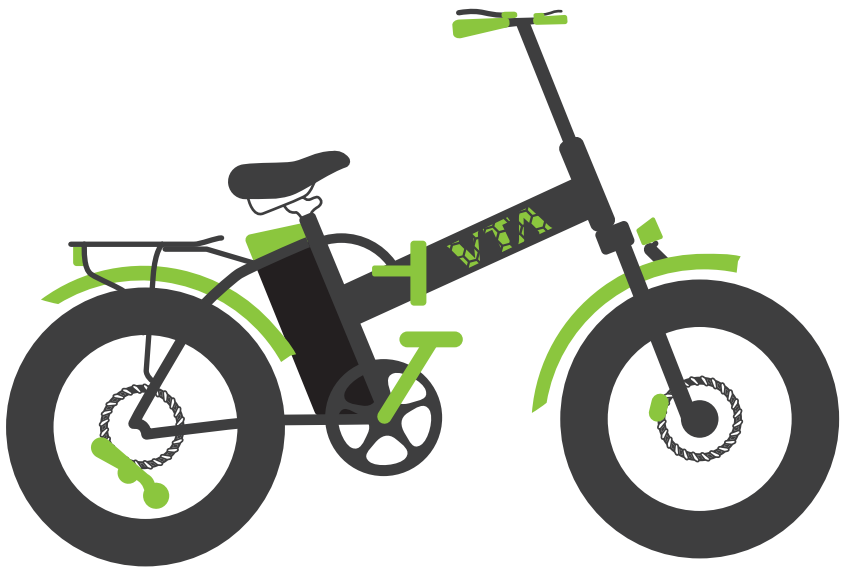




V B 2

USER MANUAL



Read this user's manual carefully before using your vehicle.

PREFACE

This product is designed as an environmentally friendly means of transportation. Throughout the guide you will see the advantages and characteristics of the vehicle. Its general specifications are as follows;

- High efficiency brushless DC motor
- Electronic control unit (Controller) which protects from high and low voltage.
- Braking system with electric cut-off feature for safe driving.
- High-capacity lithium battery for longer range and high performance
- Electric bike equipments conforming to European standards

Important note

Drive

This vehicle is designed to carry a maximum of one person and load.

Road condition

This vehicle is designed for use on flat and asphalt roads.

Do not use the vehicle without reading the entire user manual.

Usage

It is obligatory to comply with the maintenance intervals written in the user manual. Otherwise your vehicle will be out of warranty terms.

The maintenance intervals for your vehicle and the parts that need to be changed / checked are in this user manual listed.

It is recommended that you read the "Warning, Caution, Note and Safety Precautions" sections carefully.

After purchasing your vehicle, you should take it to the nearest authorized service center for maintenance.

Warning

These headings are written to protect you from serious personal injury or potential accident.

Caution

These headings are written to protect you from serious personal injury and mechanical damage.

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SAFE DRIVING

Pre-Ride Instructions

- Check the condition of all the movable parts.
- Check all rotating parts and add oil if it is missing.
- Check whether the tires are intact.
- Check the tire pressures.
- Make sure that all nuts and bolts are tightened adequately.
- Check that the brake cable and other cables are not pinched and are working properly.
- Check all lighting systems.

Safe Driving Instructions

Follow the pre-ride instructions before starting to use.

- Grasp the grips with both hands while riding.
- Make sure you maintain a safe driving position.
- Practice often, primarily to gain experience.
- Obey the maximum loading conditions specified in the manual.
- Objects moving while driving will change the vehicle's center of gravity and will endanger the driving safety. Take the necessary measures to avoid this situation.
- Avoid acrobatic movements while driving your vehicle.
- Avoid high speeds when turning.
- Wet weather lengthens the braking distance and restricts maneuverability. In such cases always maintain your low speed.
- Avoid excessive puddles that may occur in rainy weather.
- Never use under the influence of alcohol and drugs.

Efficient Driving Instructions

If the following efficient driving instructions are followed, your vehicle's driving range and efficiency will increase;

- Take your vehicle to authorized service regularly. Observe the maximum load limits in the manual.
- Take care to use it in suitable weather and road conditions.
- You have noticed that your tire pressures are appropriate.
- Pay attention to the maximum speed limits.



- | | |
|------------------------------|--------------------------------|
| 1. Stop Lamp | 9. Handlebar Folding Apparatus |
| 2. Rear Carrier | 10. Headlamp |
| 3. Battery | 11. Braking Disc |
| 4. Saddle | 12. Braking Caliper |
| 5. Saddle Adjusting Clamp | 13. Crankset |
| 6. Frame Folding Apparatus | 14. Rear Deraileur |
| 7. Handlebar Adjusting Clamp | 15. Casette |
| 8. Handlebar | |

Warning

All parts listed in the user manual are given as reference. The manufacturer can make changes without notice.

GENERAL VIEW



1. Front Braking Lever
2. Speedometer
3. Shifter

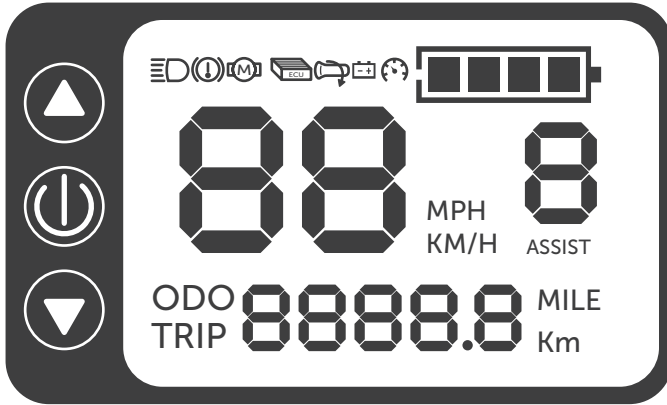
4. Rear Braking Lever
5. Horn
6. Lamp Button

Warning

All parts listed in the user manual are given as reference. The manufacturer can make changes without notice.

Speedometer

The speedometer displays the bike's control settings as well as function, speed, battery, error and and also it is used to display values such as range. Press the up/down button simultaneously for three seconds to open the display settings. Use the power button to change the code interface in the display settings.



Battery Condition



Odometer

ODO TRIP 8888.8 MILE
Km

Speedometer

88 MPH
KM/H

Power Assistance Level

8
ASSIST

Malfunction, Caution and Warning Tell-tales

Front Lighting



Brake



Motor Error



Controller Error



Throttle Error



Battery Error



Cruise Control



ACTUATION AND USAGE

Display Settings

CODE	DEFINITION	FEATURE
P01:	Backlight Brightness	1 : Low 2 : Medium 3 : High
P02:	Distance Unit	0: Kilometers -KM 1 : Mile - Mph
P03:	Voltage Class	24v - 36v - 48v
P04:	Sleep Mode Duration	0 : No Sleep Mode Other: 1 – 60 Min.
P05:	Assistance Mode	3 Levels - 5 Levels - 9 Levels
P06:	Rim Diameter	Lowest : 16 inches Highest : 28 inches
P07:	Number of Magnets for Speed Test	Range : 1 - 100
P08:	Speed	Range : 1 – 25 km/h
P09:	Zero/ Non-Zero Initial Setting	0 : Start 1 : Non-Zero Start
P10:	Driving Mode Setting	0 : Power Drive* 1 : Electric Drive** 2 : Power + Electric Drive***
P11:	Auxiliary Power Sensitivity	Range : 1 - 24
P12:	Auxiliary Power Density	Range : 0 - 5
P13:	Number of Magnets	5 / 6 / 8 / 10 / 12 Pieces
P14:	Default Current Limit Value	Aralık : 1- 20 Ah
P15:	Motor Engine Start Adjustment	Range : 0 - 100
P16:	Driving Function	0 : Off 1 : On
P17:	Headlight Sync	0 : Off 1 : On

The specific gear of the assist drive decides the assist power value. In this status the throttle does not work.

**The vehicle is driven by the throttle. In this status the power gear does not work.

***Electric drive does not work in zero-start status.

ODO Zero-Out: Long press the down button for 5 seconds, ODO will be reset.

Warning

The above-mentioned values are measured in metric units (kilometers). When the unit of measurement is changed to miles, the speed displayed on the panel value is automatically converted to the corresponding Imperial unit, however, the speed limit value in the unit interface does not change accordingly.

Actuation

Insert the key into the key slot on the battery and turn it to the open position. Then press and hold the power on/off icon on the display for 3 seconds. Speedometer powered on, the electric bike will be ready for riding.

Warning

Always keep the bike in the off position when not in use.

Acceleration

The electric motor on the rear axle of the electric bike designed in such a way that will support the ride as the pedal is pressed. From the moment the pedal is pressed, the motor supports driving and it also stops supplying power after the pedal is depressed.

Braking

The brake lever has brake sensors. In this way, the brakes perform both mechanical braking and also cuts the energy of the motor.

- Grasp the brake lever with your fingers and gently squeeze it towards you.
- Slowly loosen the brake lever to stop braking.

The braking system of your bike equipped with a front and rear mechanical disc brake system.

For proper braking, the brake lever travel should be 5-10 mm. From this point then the braking process should begin.



Warning

- Avoid sudden and hard braking. Otherwise, your bike may slip and cause accidents.
- Be careful when braking on downhill descents.
- Do not continue to pedal while using the brakes. In this case, the electronic control unit and may cause motor failure.
- Brake pad, caliper and brake disc can reach high temperatures during braking. Contact with hot surfaces here can cause serious injury. Make sure that these parts have cooled down during maintenance and repair.
- Disc brake system offers high braking performance. Therefore, practice the braking system on flat surfaces.
- Brake can be adjusted according to sensitivity. For safer deceleration, front and rear brakes should be used together.
- If the brakes are used for a long time, the brake kits get hot and their performance decreases. This can cause to decrease braking distance.
- Brake pads should always be replaced with original products. Low quality parts to other parts of the vehicle may cause damage. It also affects the performance of your vehicle.
- The braking system is vital for your safety. Regularly at the intervals given in the periodic maintenance table have the control and adjustment procedures done by authorized services.

Gear Shift

The electric bike is equipped with a gear set that enables gear change. By making appropriate gear selections in the rear gear with the gear lever positioned on the right brake set can be achieved optimal during riding. To change gear, push the gear lever to the desired gear position.

Warning

Be sure to keep turning the crankset while shifting gears..

Lighting System

Driving in the dark and in the daytime using the front and rear lighting system should be turned on and visibility should be increased. Increasing visibility will raise the safety to the next level. To activate the lighting system, press the up button on the indicator for 3 seconds. This will open your lighting system. Press the same button again for 3 seconds to turn it off.

Electronic Control Unit

The electronic control unit (controller) functions as the brain of your bike. Thanks to its software, it enables the motor to be activated for pedal support. It supports the driver up to 25 km/h speed. Due to the hardware and software of the vehicle, it could be gone beyond over this speed with muscle power and this situation is controlled by the electronic control unit. It also ensures that the orders you transmit through the indicator are executed.

Caution

The electronic control unit is protected against dust and splashes. However, avoid deposits containing a lot of water.

Loading

The rear carrier platform and loading area should only be used for carrying loads. Please do not exceed the permissible load limits. The allowable load for the rear carrier is 10 kg.

Warning

Do not carry loads on surfaces that are not suitable for carrying loads on the bike. Otherwise, parts will be damaged and also endanger driving safety.

Battery

The vehicle is equipped one rechargeable lithium-ion battery that can provide 48V 10 Ah energy. Since the use of the battery affects the life of the vehicle and environmental conditions, it is necessary to pay maximum attention to the following points.

- Do not dispose of the battery with your household waste.
- Do not immerse the battery in any kind of liquid.
- Do not connect the positive and negative terminals of the lithium battery.
- Do not expose the battery to direct sunlight or high temperatures.
- Never disassemble the battery. Disassembling the battery voids the warranty.
- Do not charge the vehicle with any charger other than the one supplied with the vehicle.
- Do not store the battery in cold and humid environments. In case of storage for more than one month please charge it for two hours once a month.
- If the battery becomes waste or no longer used, it is recommended that submit to the manufacturer or to the waste collection facilities.



Make sure the battery is locked in its place. Battery in locked position prevents possible separation and helps keep the battery in place. For this situation, insert the key into the key slot on the battery and turn it to the lock position.

To remove the battery, press the key slightly in the off position and turn it to the lock position. To remove the battery, pull the latch under the seat upwards and lift the seat up by holding the back of the seat. In this case, the battery removable.

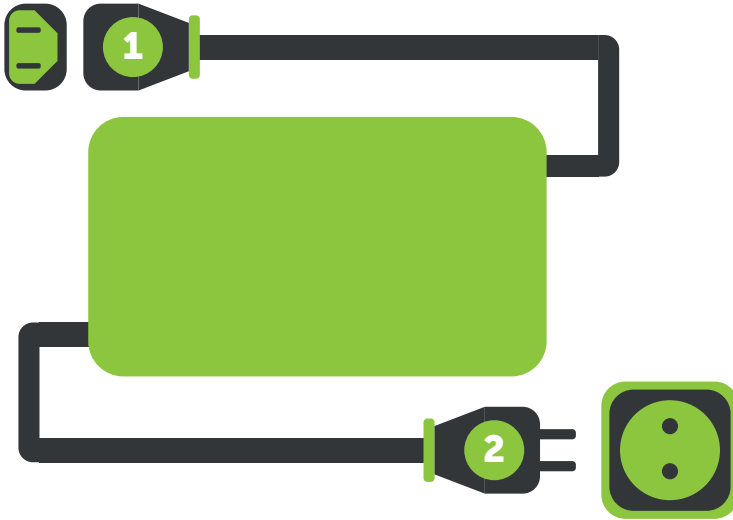
Warning

- Keep your electric bike away from the cold, if possible in your home or garage. So your battery lifespan will be extended.
- If you do not use your electric bike for a month or more, recharge the battery at least once a month by discharging it. This application helps you maintain battery performance.

Charge

Charge your electric vehicle with the charger delivered to you with the vehicle. Don't forget to charge it for 5-6 hours before its first drive. To charge the vehicle, please follow the instructions below;

- Make sure your electric vehicle is turned off.
- First of all, plug the part of the charger indicated with "2" into the socket.
- Then, place the part of the charger indicated with "1" to the charging connector of your vehicle.
- Arc/spark may occur while connecting the charger to the vehicle.
- Make sure that light indicating on the charger that the battery is charging.
- Wait until the light on the indicator turns green.
- After the charging is complete, unplug the socket from the charging port.
- Disconnect the charger from the socket.
- Disconnecting the charger from the socket will extend the life of the vehicle.



Warning

- Damaged chargers due to voltage differences in your electrical installation may damage your vehicle. These types of faults are not covered by the warranty.
- Plugging the charger into the socket first will protect your vehicle from possible high/low voltage situations.
- Charging at least once a month will extend the life of your battery.
- When the battery is fully charged, disconnect it from the charger.

Caution

- If the battery charge time exceeds the time specified in the manual, please contact the authorized services.
- During the winter, the performance of the battery and range of your vehicle may decrease.

Brake Maintenance

Brake pads wear out due to the working principle. It should be replaced when it reaches certain safety levels. Inspection of this safety level and change of pads should be done by authorized services. Unreplaced brake pads cause the brake system to work poorly, make noise, and in some cases, break other parts. Brakes should be checked at every service period.

Caution

- The pads and disc must be absolutely free of petroleum/grease based oils. In case of any contamination of the brake pads, they should be replaced with new ones. The brake disc must be cleaned with detergent, rinsed and dried.

Tire Pressure Check

Check the pressure levels of your tyres daily. Tyre pressures above and below the norm will affect the vehicle's handling, acceleration, energy consumption and similar performances.

Check your tyres daily for punctures, cuts or any other unusual condition. Also on the rims; crushing, scratching and inclination can cause pressure loss. This type of damage can cause your vehicle to unbalance and vibration. In case of such situations, please visit the nearest official service point and have the damage repaired.

	SIZE	TYRE PRESSURE
	20 X 4.00	20 PSI

Chain Maintenance

Chain maintenance should be carried out at regular intervals. In particular, any event of deformation, fracture, crack or link separation should be contacted with authorized services. Carrying out chain maintenance process increases the life of the product when it cleaned with neutral cleaners and then properly lubricated. Use special bicycle chain oil for lubrication. Furthermore, do not use alkali based rust solvents while cleaning the product. In this case your chain may be damaged and cause undesired accidents.

Warning

- If the tyres does not have the correct air pressure, it will wear out more quickly and its life will be shortened as well as deflated tyres may cause an accident as they decrease the roadholding.
- In case of very low air pressure, the tyre may come off the rim.
- Your tyres will wear out as you use them. You should change your tyre when your tread depth decreases. Depending on the road, climate and usage conditions, your tyre life may be extended or shortened. Drivers should check tyre pressure and tread depth regularly. Tyres with low tread depth will roadholding, especially on wet surfaces. Minimum tread depth is 1.5 mm for front tyre, 2.0 mm for rear tyre.

Controller / Motor Maintenance

Your vehicle's electronic control unit (controller) is located under the battery. For this reason, make sure that this area does not get water, the cables entering this area are not strained and the protective plastic does not get impacted.

- Do not use the throttle lever and service brake system at the same time in order to prevent deterioration of other parts.
- Slow down when the road surface is bad. Excessive vibrations may cause the cables in the motor and controller to get damaged.
- Do not allow the water level to reach the level of the motor in rainy weather. Otherwise, your motor will break down.

Malfunction Codes	
E-01	Hall Sensor Error
E-02	Throttle Error
E-03	ControllerError
E-04	Brake Error
E-05	Low Voltage Error
E-06	Communication Error (Speedometer cannot receive data from controller)
E-07	Communication Error (Controller cannot receive data from accelerometer)

Rear Derailleur Maintenance

Make sure the gear system is working properly. If the rear gear is not working properly perform the adjustment with the two screws on the rear derailleur. Clean the gears with a damp cloth diluted with water and detergent. During cleaning, do not use thinners or harsh solvents. This may damage the surfaces of the parts. Then check if the gear system is working properly.

CAUTION

- Do not lubricate the chain with vehicle motor oil or similar oils. Otherwise, the chain and other parts connected to the chain will be damaged.
- Be careful when disassembling and installing parts. Before using the bike again, make sure that the parts must be properly installed.

Cleaning

- It is recommended to clean your electric vehicle with a wet cloth.
- Never lubricate the brake system and tyres.
- Use oil to clean the metal parts of your vehicle. Always use standard cleaning materials when cleaning painted plastic parts.
- Rinse with fabrics after cleaning.

Gear Maintenance

- Maintenance of the crankset and the cassette will increase the life of the products. For this, check for broken, cracked parts at regular intervals.
- Use pure alcohol for maintenance. Never use solvent-based products. Otherwise, the cassette may be damaged and it may make gear shifts difficult.



CAUTION

- A possible break or crack in the crankset can cause serious injury.

First Maintenance

- 1st and 4th month maintenance is important for your vehicle. After the first use, the motor parts get used to each other and it is recommended to check all the bolts during the first maintenance.
- The reliability of your vehicle depends on the correct first use and first periodic maintenance.

Maintenance Interval

- Even if your vehicle runs smoothly, it should be checked at regular intervals by going to authorized services. These intervals are specified in detail on the next pages of the user manual. Vehicles that have experienced problems or have had an accident should be taken directly to the authorized service without waiting for the maintenance interval. In such cases, repairs must be made with the original parts.
- Maintenance, repair, modification or any change that will increase the performance of the vehicle other than the contracted service stations approved by the manufacturer will cause the product to be out of warranty.



CAUTION

- Never use very high pressure water while washing your electric vehicle, high pressure water may cause some parts to absorb water. Parts that receive water may lose their performance and deteriorate.



WARNING

- Please stay away from modifications to make your vehicle safe and long-lasting. Modified vehicles will endanger the safety of you and the traffic. Always use approved parts by the manufacturer.
- For your personal safety, turn off the motor before any maintenance.
- If the vehicle has not been used for 1 month or more, check the parts that are likely to corrode, such as tyres and batteries, and start driving

Periodic Maintenance

- Periodic maintenance should be done at authorized technical service stations.
- Vehicles that are not regularly maintained (once every 4 months) will be evaluated out of warranty.

**WARRANTY MAINTENANCE CARD
PERIODIC MAINTENANCE TABLE**

1. MONTH		12. MONTH	20. MONTH
STAMP	STAMP	STAMP	STAMP
DATE:...../...../.....	DATE:...../...../.....	DATE:...../...../.....	DATE:...../...../.....
24. MONTH	4. MONTH	36. MONTH	44. MONTH
STAMP	STAMP	STAMP	STAMP
DATE:...../...../.....	DATE:...../...../.....	DATE:...../...../.....	DATE:...../...../.....

ELECTRIC VEHICLES MAINTENANCE TABLE

PART/ SYSTEM NAME	ACTION TO BE TAKEN	MONTH OF MAINTENANCE * Month or km, whichever comes first.						
		1.Month CONTROL	4.Month (2.000 KM)	8.Month (4.000 KM)	12.Month (6.000 KM)	16.Month (8.000 KM)	20.Month (10.000 KM)	24.Month (12.000 KM)
FRONT AND REAR BRAKE	Check that the brake cables are not pinched and work properly, adjust if necessary.	●	●	●	●	●	●	●
	Replace the brake pads if necessary.	●	●	●	●	●	●	●
	Check and adjust the brake lever clearances.	●	●	●	●	●	●	●
	Check the operation of the brake sensors.	●	●	●	●	●	●	●
	For vehicles with hydraulic disc brakes	Check the hydraulic oil lever and any leaks.	●	●	●	●	●	●
Check the brake discs.		●	●	●	●	●	●	●
Connectors	Make sure all nuts and bolts are adequately tightened.	●	●	●	●	●	●	●
Battery	Measure battery voltage, fully charge or replace if necessary.	●	●	●	●	●	●	●
	Check the terminals are tight.	●	●	●	●	●	●	●
Tyres	Check tyre pressures, tyre damage and tread depth.	●	●	●	●	●	●	●
Wheels	Check for runout or damage.	●	●	●	●	●	●	●
Wheel Bearings	Check that there is no play in the hub and that the wheels turn freely.	●	●	●	●	●	●	●
Handlebar Bearings	Check if the handlebar bearings are worn or loose. Replace if necessary.	●	●	●	●	●	●	●
Front Suspension	Check the spreading. Check the inner tube of the shock absorber for scratches, damage or excessive lubrication.	●	●	●	●	●	●	●
Rear Suspension	Make sure that it does not make any annoying noise while operating and there is no oil leakage.	●	●	●	●	●	●	●
Throttle Lever	Check if the throttle lever is connected and functional.	●	●	●	●	●	●	●
Charger and Socket	Check operation and connections.	●	●	●	●	●	●	●
Chain (if equipped)	Check tension and lubricate.	●	●	●	●	●	●	●

NOTE: Your vehicle should be serviced first at 500 km or 1 month (whichever comes first)

The first maintenance is for control purposes. Your second maintenance after the first one will be done when your vehicle reaches 2000 km. After this maintenance, your every maintenance will be in the form of 2000 and its multiples. The time between any two maintenance should not exceed 4 months. The owner who does not reach the maintenance intervals in more than 4 months should also take the product to the authorized service for maintenance. Vehicles which do not comply with maintenance intervals and kilometers will be out of warranty.

-The warranty period starts from the date of delivery of the goods to the owner, in accordance with the warranty certificate regulation, and for motorcycles and ATV vehicles, it is 2 years or 30,000 km (whichever comes first), other vehicles (e-bike, electric skateboard, electric motor bike, etc.).) for 2 years.

Storage

- If you are not going to use your electric vehicle for a long time during periods such as winter , you should take some precautions to protect your vehicle from malfunctions and corrosions. It would be better to make some repairs before storage.
- Clean, rinse and dry your electric vehicle. Coating the painted surfaces with protective oil will extend the life of your paint and ensure that it retains its first day's shine.
- Bring the tire pressure of your electric vehicle to the ideal level.
- Put on your vehicle a cover which will be either plastic or non-rubber. Take care to store in storage conditions where the air temperature does not change much. High temperature change can cause fatigue, deterioration and cracking of many parts of your vehicle.

Get In Use

- Remove the cover from the electric vehicle and clean.
- Start the vehicle after completely following the pre-starting instructions.
- Make the first use in a traffic-free area. After making sure that all parts of your electric vehicle are working correctly and at full performance, drive out to traffic.

Assembly

The electric vehicle is delivered assembled.

Parameters	
Length	1740 mm
Width	600 mm
Height	1240 mm
Wheelbase	1160 mm
Weight	30 kg
Maximum Carrying Capacity	110 kg
Motor Power	250 W
Motor Type	BLDC
Battery Type	Lithium-Ion
Battery Capacity	48 V 10 Ah
Charger Capacity	48 V 2 Ah
Charging Time	5-6 sa
Transmission Type	HUB Motor
Maximum Speed	25 Km/sa
Range*	50-80 km
Front Brake System	Mechanical Disc
Rear Brake System	Mechanical Disc
Number of Seating Positions	1
Tyres	
Size	20 X 4.00
Tyre Pressure	20 PSI

 **Warning**

*RANGE; may vary depending on road, weather conditions and power support level

MANUFACTURER INFORMATION

The service life of your Volta brand vehicle is 10 years and the maximum repair period is 45 days. If you encounter any problems with your vehicle, you can visit our website at www.volta.com.tr and access information about authorized services and spare parts. You can access all authorized service station information from the Service Information System created by the Ministry

VOLTA MOTOR SANAYİ VE TİCARET A.Ş.

Selamlar Köyü Selamlar Mevkii Gümüşova OSB 1.Sokak
Blok No:10

Gümüşova / DÜZCE / TÜRKİYE

Tel : 0850 222 28 65

info@volta.com.tr

VOLTA MOTOR SERBEST BÖLGE

Tübitak Teknoloji Serbest Bölgesi Tübitak MAM Teknoloji
Serbest Bölgesi Barış SB. Mh. 5001 Sk. No:3 A/B

Gebze / KOCAELİ / TÜRKİYE

Tel : 0850 222 28 65

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VOLTA MOTOR TECHNOLOGY CO. LTD.

WUXI No. 36-37, Yougu Industrial Park, No:58 Jinghong
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Wuxi City JIANGSU/CHINA

info@volta.com.tr

VOLTA MOTOR GMBH

Handwerkerstraße 3, 15366

Hoppegarten, Almanya

info@volta.com.tr

MANUFACTURER

TITLE	VOLTA MOTOR SANAYİ VE TİC. A.Ş.			
ADDRESS	Volta Motor Sanayi ve Ticaret A.Ş. Selamlar Köyü Selamlar Mevkii Gümüşova OSB 1.Sokak Blok No:10 Gümüşova / DÜZCE / TÜRKİYE Tel : 0850 222 28 65 info@volta.com.tr	VOLTA MOTOR SERBEST BÖLGE Tubitak Teknoloji Serbest Bölgesi Tubitak MAM Teknoloji Serbest Bölgesi Barış SB, Mh. 5001 Sk. No:3 A/B Gebze / KOCAELİ / TÜRKİYE Tel : 0850 222 28 65 info@volta.com.tr	VOLTA MOTOR TECHNOLOGY CO. LTD. WUXI No. 36-37, Yougu Industrial Park, No.58 Jinghong Road, Xibei Town, Xishan District, Wuxi City JIANGSU/CHINA info@volta.com.tr	VOLTA MOTOR GMBH Handwerkerstraße 3, 15366 Hoppegarten, Almaniya info@volta.com.tr
PHONE NUMBER	0850 222 28 65			
MAIL	info@volta.com.tr			

PRODUCT

TYPE	ELECTRIC BIKE
BRAND	VOLTA, VTA
MODEL	
CHASSIS NUMBER	
DELIVERY DATE	
MAXIMUM REPAIR TIME	45 WORK DAY
GUARANTEE TIME	2 YEARS

SELLER

TITLE	
ADDRESS	
PHONE NUMBER	
FAX	
INVOICE DATE AND NO	
DATE	

This section must be filled in completely by the seller. (STAMP - SIGNATURE)

WARRANTY CONDITIONS

- 1.** The warranty period of the vehicle is one year and the warranty covers only the supply of spare parts. Spare parts will be sent if the warranty conditions are met stated in this user manual. In order to benefit from warranty it is necessary to submit Warranty Certificate that must be kept for the duration of the warranty.
- 2.** The use of the product in violation of the terms in the user manual and the resulting malfunction in the product are considered as usage errors and are considered out of warranty.
- 3.** In the event that the goods are found to be defective, the consumer may use following rights as specified in the Turkish Commercial Law No. 6102 and Protection Consumer Law No. 6502, Article 11;
 - a)** Withdrawing from the contract by declaring that it is ready to return the sold item,
 - b)** With holding the sold item and requesting a discount from the sales price at the defect rate,
 - c)** Requesting free repair of the sold item at the seller's expense, unless an excessive expense is required,
 - d)** If possible, he may use one of his optional rights to request that the sold product be replaced with a non-defective one.
- 4.** Since the invoice will be taken into account in case of disputes that may arise within the warranty period, it is obligatory to submit the approved Warranty Certificate and invoice.
- 5.** The warranty will be voided if any damage is done on the invoice and warranty document, when the original serial number on the vehicle is removed or if it is determined that it has been destroyed.
- 6.** If the device is installed, maintained or repaired outside of our company's authorized services, or if the vehicle is repaired outside of the authorized service, the warranty will be void.
- 7.** The periodic maintenance of the vehicles should be done by authorized services at the intervals specified in the user manual delivered with the vehicle. Vehicles that are not serviced on time will be out of warranty. The responsibility in this regard belongs to the consumer who owns the vehicle.
- 8.** The warranty given by our company does not cover the faults that may arise from the use of the vehicle in question for other than its purposes or in abnormal conditions, and the below-mentioned faults are also out of warranty;
 - Failures caused by adding parts or parts not produced or sold by Volta Motor to the vehicle,
 - Water intake of parts as a result of washing with high-pressure washing,
 - Bending, breakage or deterioration of parts such as axle, differential, gearbox, motor and wheel as a result of using the vehicle above the maximum carrying capacity specified in the technical documents,
 - Malfunctions arising from modifications made without the written approval of Volta Motor,
 - Wearing, aging and loss of performance of battery, pad, tyre, belt and similar parts as a result of use,
 - Contact of electronic components with water,
 - Loading the shock absorber and chassis fasteners above the carrying capacity written in the user manual or breaking as a result of hard impact, bending,
 - Damages and malfunctions that may occur as a result of disasters such as fire, flood, flooding and lightning,
 - Batteries are products with a shelf life. Batteries that have been kept unused for more than 90 days (by the dealer or the end user),
 - Damages that may occur during, loading, unloading and transportation of the vehicle after delivery to the user.
- 9.** No one other than the consumer whose identity is stated on the Invoice and Warranty Certificate of the vehicle can claim any right or compensation.
- 10.** The consumer may apply to the Consumer Arbitration Committee or the Consumer Court in the place of residence or the consumer transaction, in case of disputes that may arise regarding the use of his rights arising from the warranty.

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