

GREAVES
ELECTRIC
MOBILITY


AMPERE



ZEAL
EX

OWNER'S MANUAL



TAKING CARE OF YOUR ZEAL EX

FOREWORD

Dear User,

Congratulations on purchasing the Ampere Zeal EX 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 Electric Vehicle. 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 by Greaves has the firm backing of a lineage of 160+ years. With an extensive authorized dealer network across 300+ cities, 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 14 years of EV experience under our belt, we make EVeryday Mobility exciting.

14 YEARS
OF ELECTRIC VEHICLES EXPERIENCE

1,12,500+*
TONS OF CO₂ EMISSION REDUCED

90,000+*
EQUIVALENT TO PLANTING TREES

1,75,000+*
HAPPY CUSTOMERS & GROWING

75,000+*
LITRES OF PETROL SAVED

*As on January 2023



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AMPERE ASSURANCE



NEAR YOU, WITH YOU,
ALWAYS
350+ SERVICE TOUCHPOINTS



PROFESSIONAL
EXPERTISE

COMPANY - TRAINED TECHNICIANS
AT ALL DEALERSHIPS



ROADSIDE ASSISTANCE



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



3 YEARS
WARRANTY



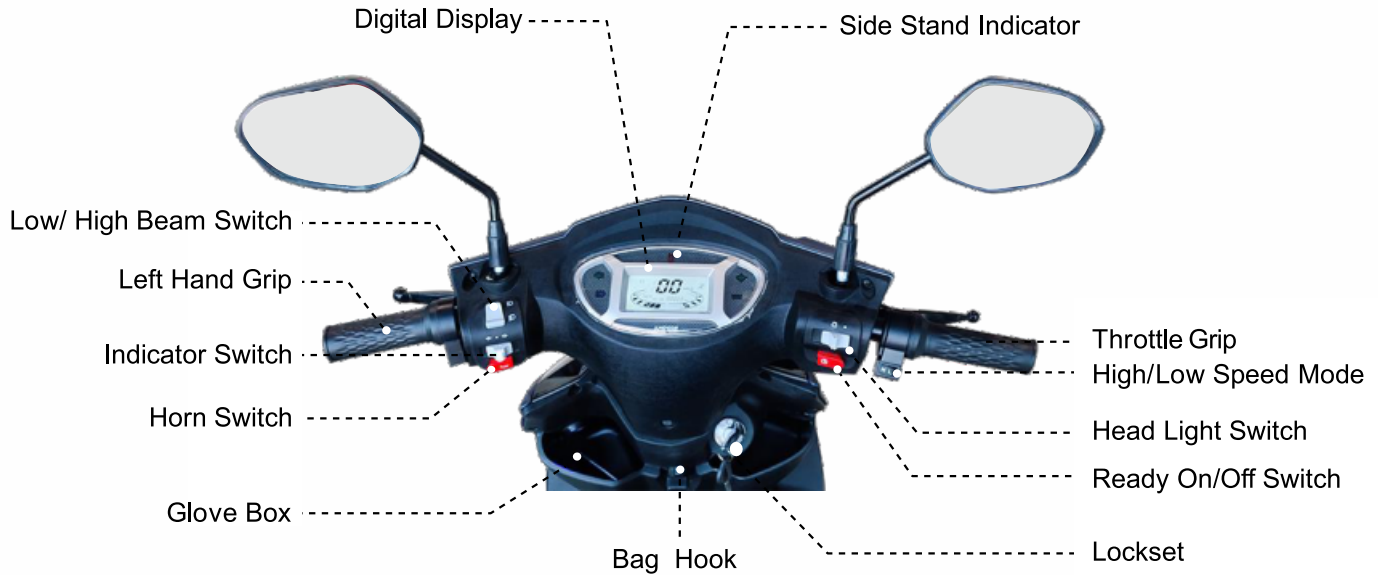
PROMPT &
RELIABLE SERVICE



INTRODUCING YOUR ZEAL EX | OVERVIEW

VEHICLE AND PARTS DIAGRAM

TAKE CHARGE



INTRODUCING YOUR ZEAL EX | OVERVIEW

VEHICLE AND PARTS DIAGRAM

TAKE CHARGE



INTRODUCING YOUR ZEAL EX

MAIN TECHNICAL PARAMETERS AND SPECIFICATIONS

Max Speed	50±3 kmph
Max Loading Capacity	150 Kg
Charge Time	6 to 7 Hrs
Range	120 kms* <small>As per standard testing conditions at ARAI (Indian driving Cycle)</small>
Gradient	13°±2° (Single Rider) & 8°±2° (Double Rider)
Battery	60V, 38.25Ah Advanced Lithium Ion Battery
Charger	60V, 7.5Ah
Motor Power	1200 Watts
Brake	Mechanical Drum -130mm HBS
Suspension	Front-Telescopic, Rear-Coil Spring
Wheel	10 inch
Ground Clearance	145 mm
Wheel Base	1235 mm

Note: All information is subject to change without prior notice.



INTRODUCING YOUR ZEAL EX | WARRANTY POLICY

Greaves Electric Mobility Private Limited (Formerly known as Ampere Vehicles Private Limited) a company governed by the Companies Act, 2013, having its registered office at Plot No 72, SIPCOT Industrial Complex SIPCOT, Ranipet-632403, Tamil Nadu) hereinafter referred through its brand name “Ampere”, issues this warranty policy (“Warranty Policy”) to its customers or users (“Customer”), setting out the manufacturer warranties that Ampere provides in respect of its electric 2 wheelers and associated components manufactured by Ampere and purchased by the Customer.

Definitions:

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

- **Battery:** Battery which is provided along with the Vehicle
- **Vehicle:** Means **Zeal EX**
- **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.



INTRODUCING YOUR ZEAL EX | WARRANTY POLICY

Warranties:

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

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



INTRODUCING YOUR ZEAL EX | 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.



INTRODUCING YOUR ZEAL EX | 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 discolouration, fading, deformation or blurring and seat cover discolouration of the Vehicle is not covered under warranty.



INTRODUCING YOUR ZEAL EX | 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.



INTRODUCING YOUR ZEAL EX | 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.



INTRODUCING YOUR ZEAL EX | 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.



INTRODUCING YOUR ZEAL EX | 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.



INTRODUCING YOUR ZEAL EX | 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.



FROM ZEAL EX TO YOU | GENERAL INSTRUCTIONS TO THE AMPERE AUTHORISED DEALER

TAKE CHARGE

- Clean the e-scooter externally with dry and soft cloth.
- Inspect the front and rear brakes and adjust if required.
- Inspect throttle for free operation.
- Inspect all the lights, horn, display indicators and switches.
- Inspect and ensure correct tyre pressure in front and rear wheels.
- Inspect front and rear axle bearings.
- Inspect free movement of the front handle bar, adjust if required.
- Inspect the smooth operation and functioning of all the locks with the starting key.
- Inspect front and rear suspension system (Shock absorber) for proper operation.
- Inspect 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.
- Inspect all nuts, bolts and screws, tighten if required.
- Inspect 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.





TAKE CHARGE

WARRANTY CARD

MODEL NAME _____

REGISTRATION NUMBER _____

OWNER NAME _____

ADDRESS _____

MOBILE NUMBER _____

CITY _____

PIN _____

SOLD ON (DD/MM/YYYY) _____

INVOICE NUMBER _____

VIN/FRAME NO. _____

BATTERY NO. _____

MOTOR NO. _____

CONTROLLER NO. _____

CHARGER NO. _____

DC-DC CONVERTOR NO. _____

ZEAL
EX

STATE

DATE

I hereby confirm that 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 **ZEAL_{EX}** 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** _____





TAKE CHARGE

SERVICE COUPONS

1st FREE SERVICE COUPON

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

COUPON NO. : []

VIN NO. : []

MODEL : **ZEAL EX**

SERVICED ON : []

[]

SERVICING DEALER STAMP & SIGN

1st FREE SERVICE COUPON

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

COUPON NO. : []

MODEL **ZEAL EX**

VIN NO. : []

DATE OF SALE []

DATE OF SERVICE []

SELLING DEALER CODE []

SERVICING DEALER CODE []

KMS COVERED []

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

[]

CUSTOMER SIGNATURE

[]

SERVICING DEALER STAMP & SIGN

Service Inspection Parameters	Clean	Inspect	Adjust	Replace
Front Brakes				
Rear Brakes				
Throttle Free Play Operation				
Front Wheel Rotation				
Rear Wheel Rotation				
Inspect All Switches				
Front Tyre Pressure				
Rear Tyre Pressure				
Handle Bar Operations				
Handle Lock Operation				
Front Suspension Operation				
Rear Suspension Operation				
Motor working & Operation				
Charger Working & Operation				
Inspect All nuts & Bolts for Tightness and Torqueing				
Vehicle Test Ride				
Battery CDC inspection				

All complaints registered by the customer should be fully resolved and verified before e-scooter delivery.

Customer should not be charged for the replacement of any spares covered under warranty.

Cost of consumables or spares, not covered under warranty, should be paid by the customer.

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

TAKE CHARGE

SERVICE COUPONS

2nd FREE SERVICE COUPON

120 days or 3,600 km, whichever comes earlier, from the date of sale.

COUPON NO. : []

VIN NO. : []

MODEL : **ZEAL EX**

SERVICED ON : []

[]

SERVICING DEALER STAMP & SIGN

2nd FREE SERVICE COUPON

120 days or 3,600 km, whichever comes earlier, from the date of sale.

COUPON NO. : []

MODEL **ZEAL EX**

VIN NO. : []

DATE OF SALE []

DATE OF SERVICE []

SELLING DEALER CODE []

SERVICING DEALER CODE []

KMS COVERED []

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

[]

CUSTOMER SIGNATURE

[]

SERVICING DEALER STAMP & SIGN

Service Inspection Parameters	Clean	Inspect	Adjust	Replace
Front Brakes				
Rear Brakes				
Throttle Free Play Operation				
Front Wheel Rotation				
Rear Wheel Rotation				
Inspect All Switches				
Front Tyre Pressure				
Rear Tyre Pressure				
Handle Bar Operations				
Handle Lock Operation				
Front Suspension Operation				
Rear Suspension Operation				
Motor working & Operation				
Charger Working & Operation				
Inspect All nuts & Bolts for Tightness and Torqueing				
Vehicle Test Ride				
Battery CDC inspection				

All complaints registered by the customer should be fully resolved and verified before e-scooter delivery.

Customer should not be charged for the replacement of any spares covered under warranty.

Cost of consumables or spares, not covered under warranty, should be paid by the customer.

120 days or 3,600 km, whichever comes earlier, from the date of sale.

TAKE CHARGE

SERVICE COUPONS

3rd FREE SERVICE COUPON

300 days or 6,300 km, whichever comes earlier, from the date of sale.

COUPON NO. : []

VIN NO. : []

MODEL : **ZEAL EX**

SERVICED ON : []

[]

SERVICING DEALER STAMP & SIGN

3rd FREE SERVICE COUPON

300 days or 6,300 km, whichever comes earlier, from the date of sale.

COUPON NO. : []

MODEL **ZEAL EX**

VIN NO. : []

DATE OF SALE []

DATE OF SERVICE []

SELLING DEALER CODE []

SERVICING DEALER CODE []

KMS COVERED []

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

[]

CUSTOMER SIGNATURE

[]

SERVICING DEALER STAMP & SIGN

Service Inspection Parameters	Clean	Inspect	Adjust	Replace
Front Brakes				
Rear Brakes				
Throttle Free Play Operation				
Front Wheel Rotation				
Rear Wheel Rotation				
Inspect All Switches				
Front Tyre Pressure				
Rear Tyre Pressure				
Handle Bar Operations				
Handle Lock Operation				
Front Suspension Operation				
Rear Suspension Operation				
Motor working & Operation				
Charger Working & Operation				
Inspect All nuts & Bolts for Tightness and Torqueing				
Vehicle Test Ride				
Battery CDC inspection				

All complaints registered by the customer should be fully resolved and verified before e-scooter delivery.

Customer should not be charged for the replacement of any spares covered under warranty.

Cost of consumables or spares, not covered under warranty, should be paid by the customer.

300 days or 6,300 km, whichever comes earlier, from the date of sale.

VEHICLE CARE GUIDE | Note

TAKE CHARGE



VEHICLE CARE GUIDE | Note

TAKE CHARGE

AMPERE



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

**GREAVES
ELECTRIC
MOBILITY**

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AMPERE