



# USER MANUAL

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# INTRODUCTION / **IMPORTANT** NOTICE

Please take the time to read this before your very first ride on your new Oben Rorr EZ. It contains all the information that you need to operate your motorcycle safely. Ignoring the instructions in this guide could result in damage to your motorcycle and the environment, or injury to yourself and others.

We have provided some key operating procedures in this manual to help you make informed decisions about safety. While we have covered every possible situation here, please use your best judgment and good riding skills for a fulfilling experience on the road.

This manual will give you a comprehensive overview of the Oben Rorr EZ, including its features and components. All facts, specifications and descriptions in this manual are accurate.

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# SAFETY WARNING

## ● MOTORCYCLE SAFETY

As a motorcycle owner, inspect the motorcycle before each ride and adhere to the maintenance schedule for long-lasting performance.

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## ● ALWAYS WEAR SAFETY GEAR

Before riding your motorcycle, always wear protective gear, including (but not limited to) a helmet, eye protection, sturdy boots, and gloves.

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## ● TRAFFIC RULES

Follow traffic rules, regulations, and speed limits for proactive safety and smoother traffic flow. As responsible riders, we must prioritise safety and be considerate of others, making our roads safer for everyone.

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## ● DON'T DRINK & DRIVE

Do not consume alcohol or any drugs that impair reflexes and increase your response time, before or while operating your electric motorcycle.

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## ● MODIFICATIONS

Please avoid making any alterations or modifications to the motorcycle as it may lead to unsafe conditions.

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# KNOW YOUR OBEN RORR EZ

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# KNOW YOUR OBEN RORR EZ

## Oben Rorr EZ Specifications



Rorr EZ (2.6kWh)



Rorr EZ (3.4kWh)



Rorr EZ (4.4kWh)

### PERFORMANCE

Top Speed	95 kmph	95 kmph	95 kmph
Range(IDC)	110 km	140 km	175 km
Fast charging time (0-80%)	45 min	1 hr 30 min	2 hr
Acceleration (0-40)	3.3 s	3.3 s	3.3 s
Torque	52 Nm	52 Nm	52 Nm

# KNOW YOUR OBEN RORR EZ

## DRIVE MODES (Top speed & True Range)

Eco	40 kmph   80 km	40 kmph   110 km	40 kmph   140 km
City	60 kmph   60 km	60 kmph   90 km	60 kmph   110 km
Havoc	95 kmph   50 km	95 kmph   70 km	95 kmph   90 km

## BATTERY

Battery	2.6 kWh	3.4 kWh	4.4 kWh
MHX Tech	Yes	Yes	Yes
Battery Chemistry	LFP	LFP	LFP
Casing	aluminium die-cast battery	aluminium die-cast battery	aluminium die-cast battery
IP Rating	IP67	IP67	IP67

## MOTOR PEAK POWER

7.5 kW	7.5 kW	7.5 kW
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# KNOW YOUR OBEN RORR EZ

## DESIGN & DIMENSIONS

Design philosophy	Neo-classic	Neo-classic	Neo-classic
Frame Design	ARX Frame	ARX Frame	ARX Frame
Seat Height	810 mm	810 mm	810 mm
Seat Length	560 mm	560 mm	560 mm
Highest Ground Clearance	200 mm	200 mm	200 mm
Color Options	Flux Grey	Electro Amber, Surge Cyan, Lumina Green, Photon White	Electro Amber, Surge Cyan, Lumina Green, Photon White
Final Drive reduction	single stage synchronous belt drive	single stage synchronous belt drive	single stage synchronous belt drive
Length	2101 mm	2101 mm	2101 mm
Height	1260 mm	1260 mm	1260 mm
Width	780 mm	780 mm	780 mm
Wheelbase	1433 mm	1433 mm	1433 mm
Weight	138 kg	143 kg	148 kg

# KNOW YOUR OBEN RORR EZ

## SUSPENSION

Front	37 mm dia. - Telescopic fork	37 mm dia. - Telescopic fork	37 mm dia. - Telescopic fork
Rear	MonoShock - 7 step adjustable	MonoShock - 7 step adjustable	MonoShock - 7 step adjustable

## ELECTRICAL

Illumination System	12 V LED based	12 V LED based	12 V LED based
Display	coloured segmented LED display with adaptive brightness	coloured segmented LED display with adaptive brightness	coloured segmented LED display with adaptive brightness

## CONNECTIVITY

Ride Vitals	Yes	Yes	Yes
Remote Diagnostics	Yes	Yes	Yes
Bike tracking	Yes	Yes	Yes

# KNOW YOUR OBEN RORR EZ

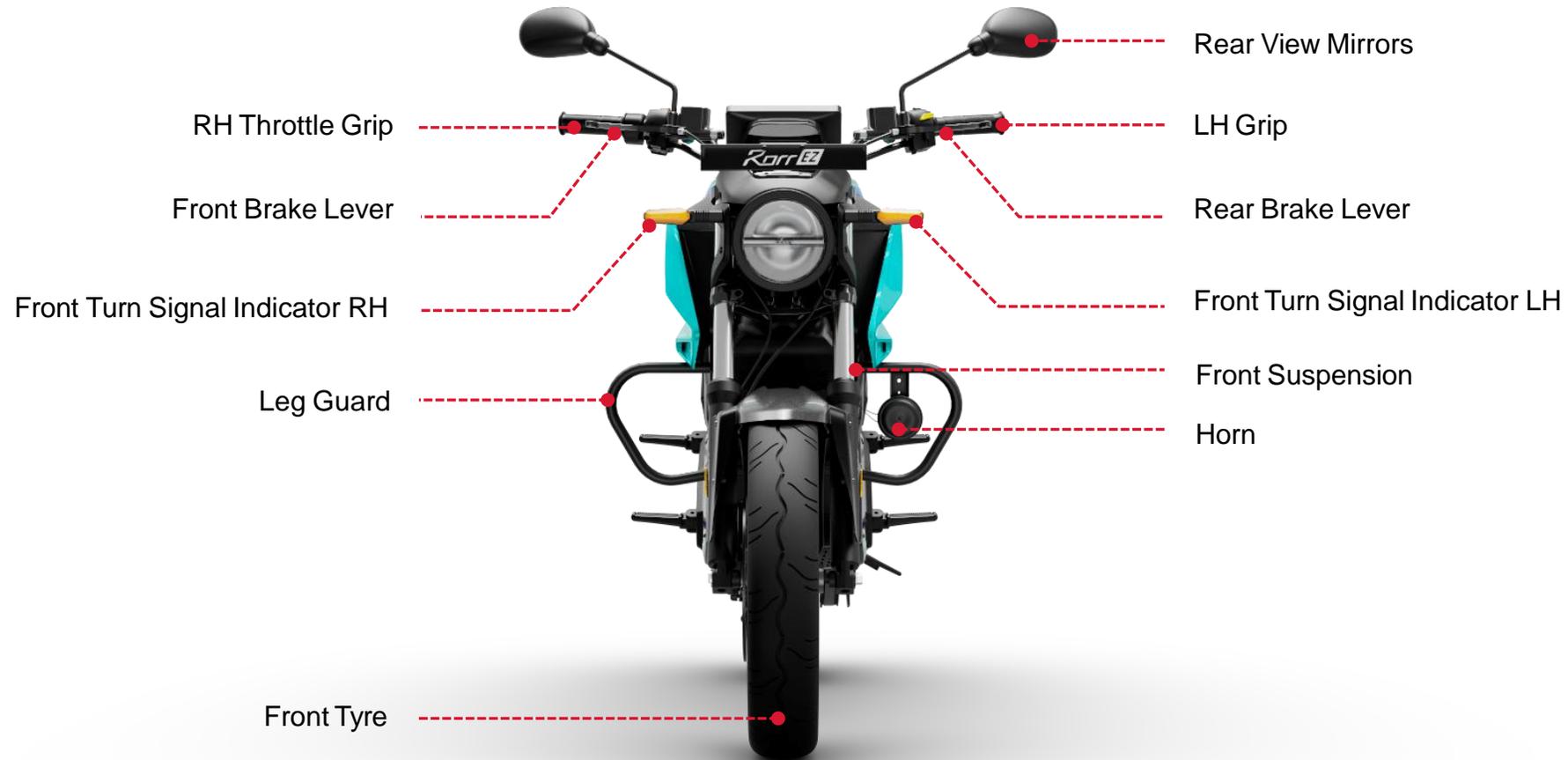
## SAFETY

Driver Alert System(DAS)	Yes	Yes	Yes
Theft Protection(Geo-Fencing)	Yes	Yes	Yes
Unified Brake Assist	Yes	Yes	Yes
Battery theft protection	Yes	Yes	Yes
Patented Vandalism Protection	Yes	Yes	Yes

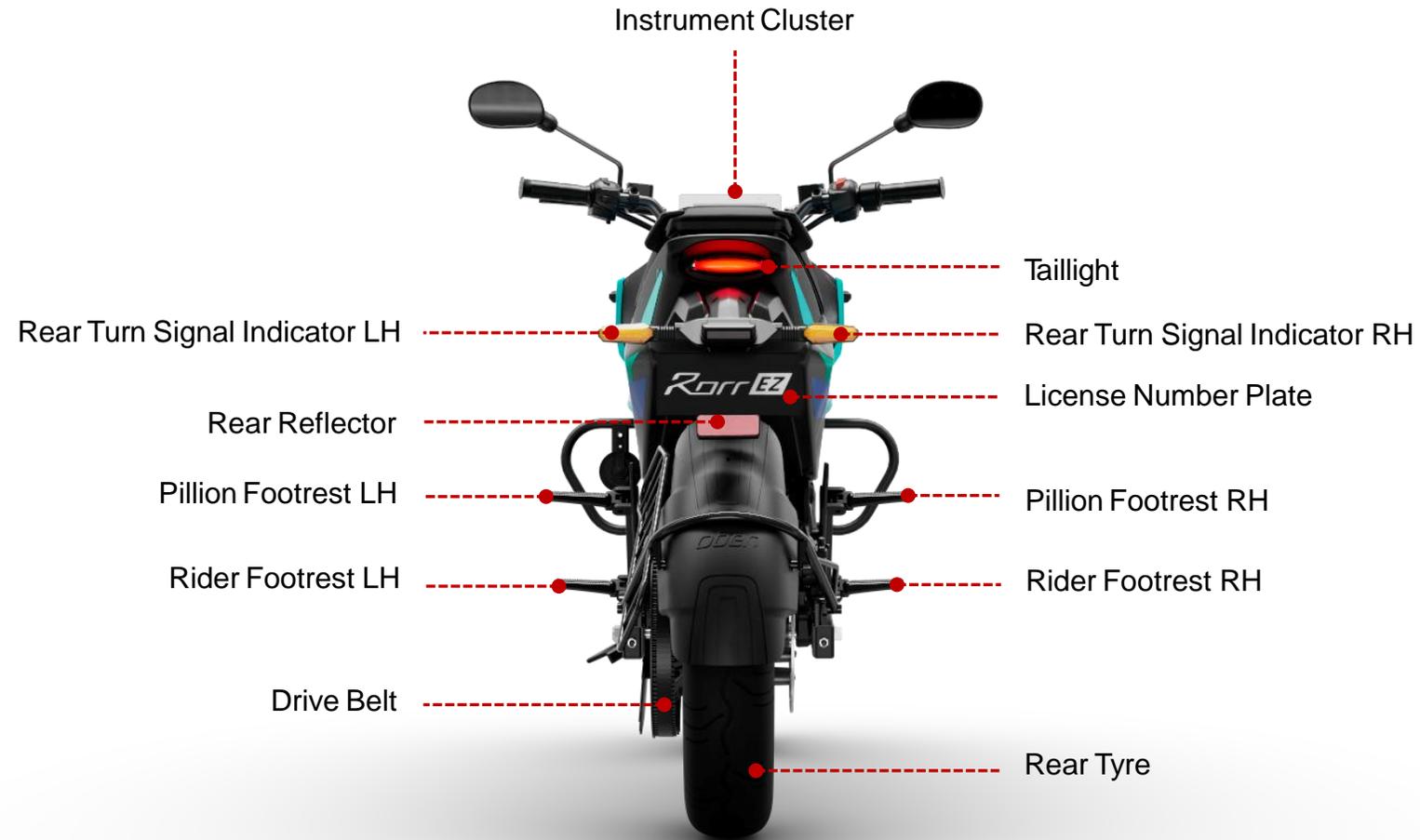
## TYRES

Front	110/70-17	110/70-17	110/70-17
Rear	130/70-17	130/70-17	130/70-17
Tubeless Tyres	Yes	Yes	Yes

# FRONT SIDE VIEW



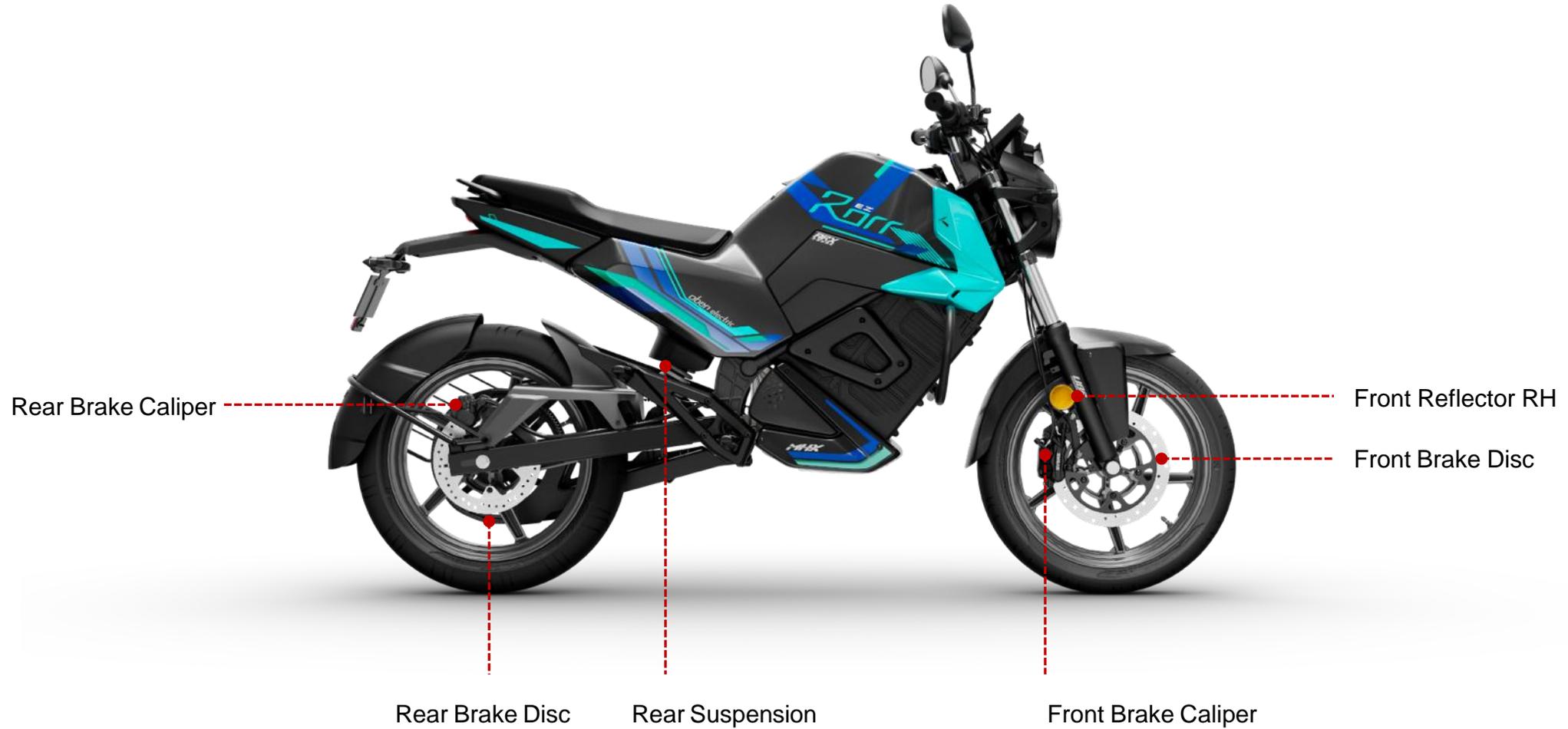
# REAR SIDE VIEW



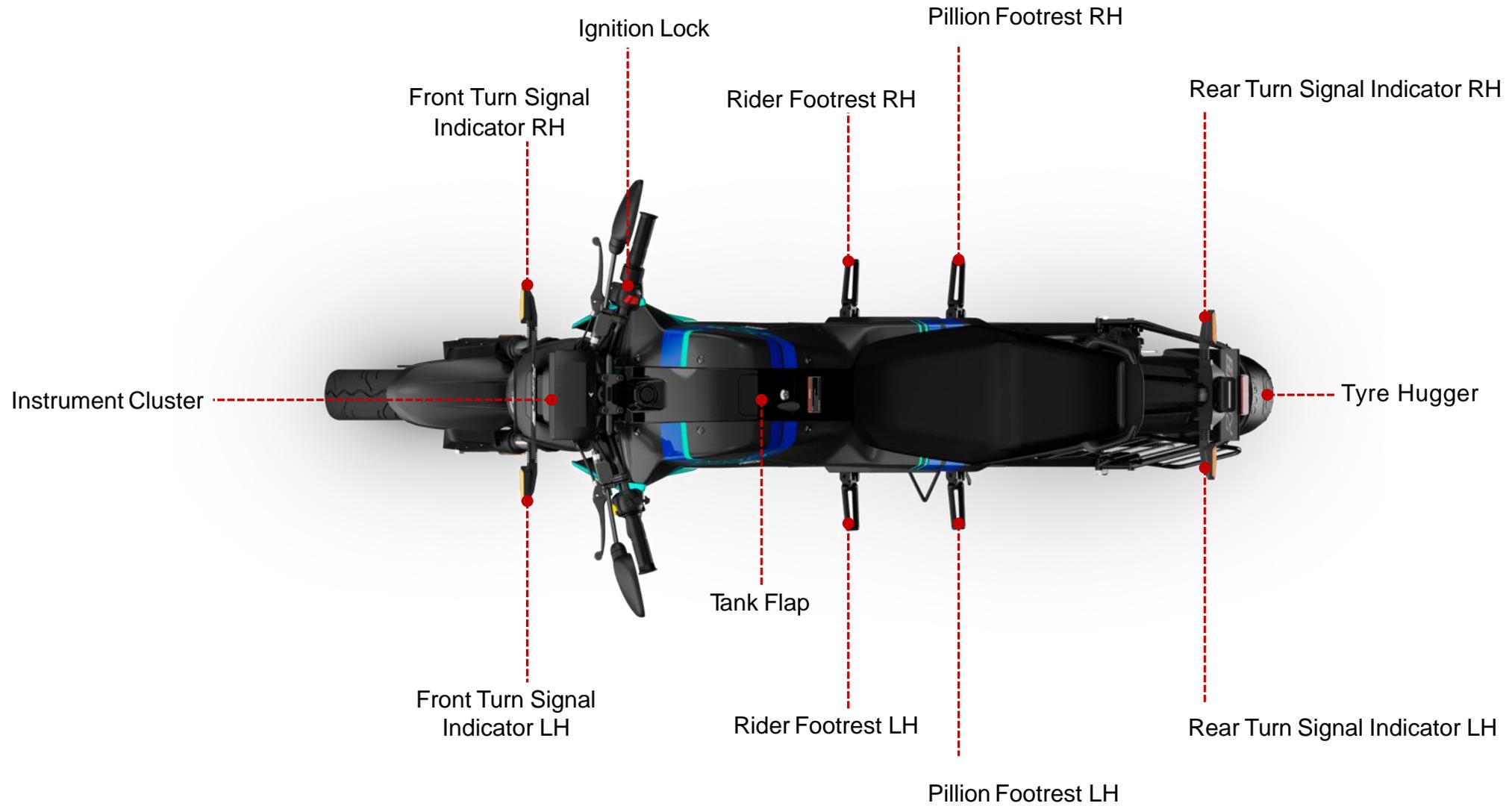
# LEFT SIDE VIEW



# RIGHT SIDE VIEW



# TOP VIEW



# OPERATING SWITCHES

- **Left-Side Switches:**

- Hi-Low Beam Switch



- Horn Switch



- Passing Switch



- **Right-Side Switches:**

- Kill Switch



- Mode Switch

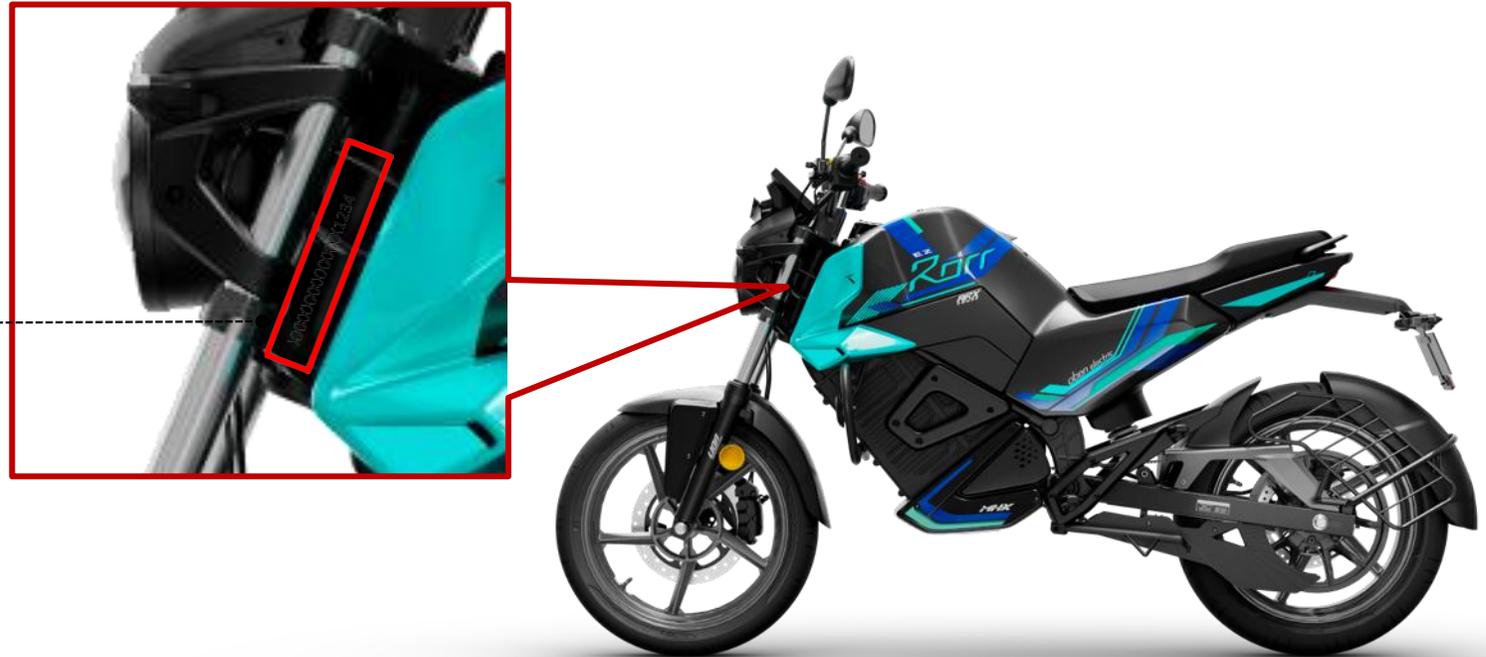


# VIN IDENTIFICATION

The Frame/Chassis numbers are used to register your motorcycle.  
They are the unique alpha-numeric codes to identify your vehicle from others of the same model and type.

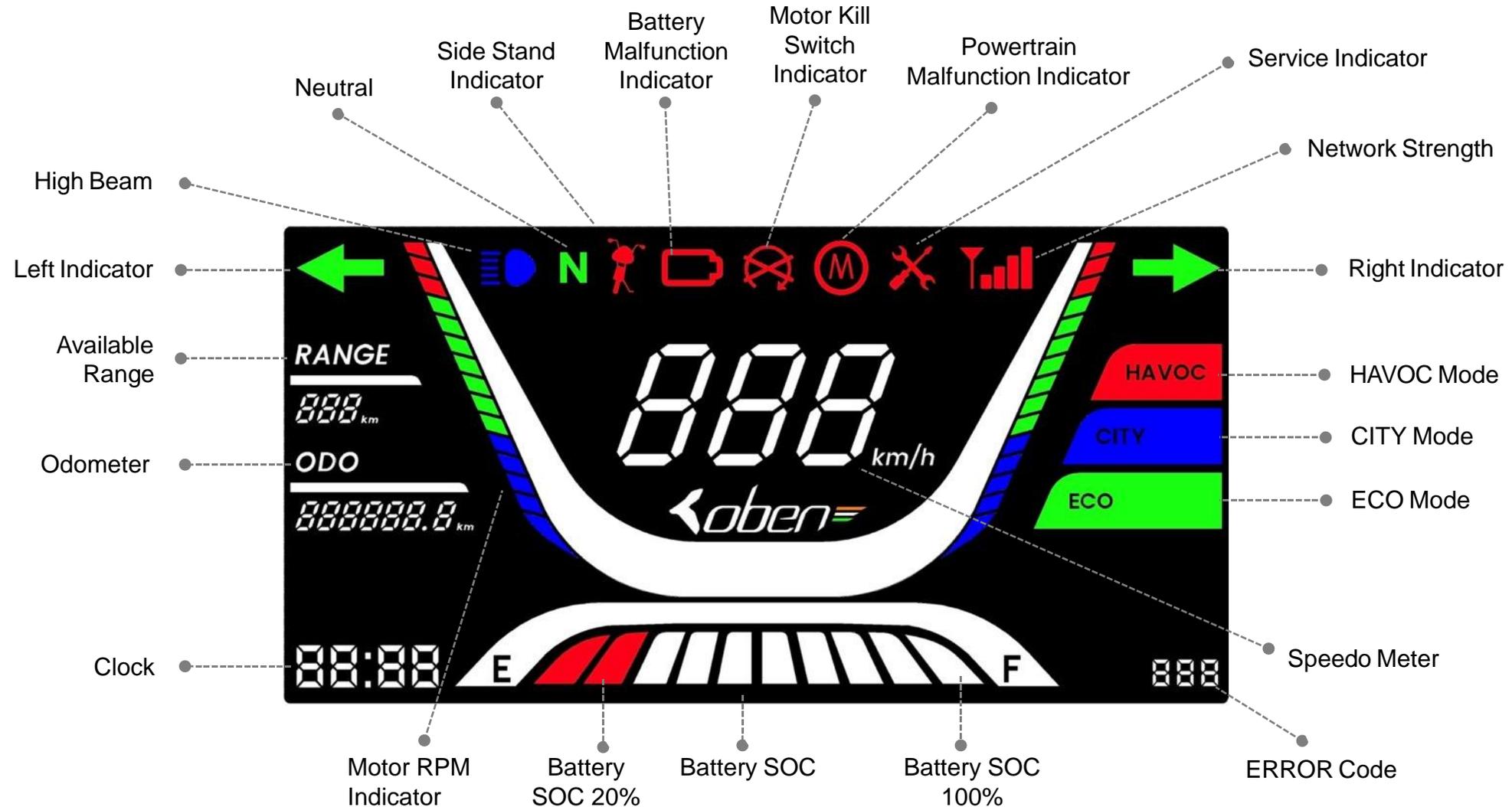
- The VIN/Chassis number is a 17-digit number stamped on the head pipe of bike frame.
- The VIN number is a part of the RTO legal documentation, hence do not tamper it or try to buffer it as it may lead to legal action against concerned customer.

VIN/CHASSIS NUMBER LOCATION



# BEFORE RIDING

## KNOW YOUR INSTRUMENT CLUSTER



# JUST BEFORE YOU **RIDE**

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## **BEFORE RIDING, CHECK**

1. Tyre pressure and condition
2. Drive belt (No slacking)
3. Battery SOC
4. Peripherals: Horn, Headlights, Indicators and Tail lights
5. Rear view mirrors position
6. Smooth functioning of the handlebar. (twist and turn to check if it is normal)
7. Perfect working of brakes

## **RECOMMENDED TYRE PRESSURE**

- **Single Rider:** 28 Psi Front & 32 Psi Rear
- **With a Pillion:** 30 Psi Front & 33 Psi Rear

# THINGS TO **KEEP IN MIND**

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## **DRIVER ALERT SYSTEM**

Our motor operates with remarkable silence in idle conditions. To further enhance safety, we have implemented a DRIVER ALERT SYSTEM. This feature has a gentle 'Beep-Beep' sound along with a Green LED blinking above the instrument cluster when the motor is idle and ON. This makes sure that the rider is reminded that the motor is ON.

## **THE BRAKES ARE SUPER RESPONSIVE**

Both wheels are equipped with highly responsive disc brakes. It is recommended to apply gentle pressure on the brakes until you get used to their precision.

## **WARNING**

Prior to every ride, ensure to inspect the malfunction indicator on the instrument cluster. If the malfunction indicator is ON, kindly reach out to our customer support team or visit the nearest Authorised Service Center for assistance.

## **HYPER QUICK MOTOR**

Electric motors deliver higher torque, resulting in quick and sudden acceleration. To ensure a smooth experience, be gentle on the accelerator until you become familiar with the responsiveness of the vehicle. Do not accelerate while braking as it may cause irreversible damage to the motor.

## **INTENDED USE**

Your Oben Rorr EZ is exclusively designed for commuting in city only and is not suitable for any other purpose such as off-roading, racing etc.

This Vehicle or its parts should not be modified in any circumstances.

# TURNING THE MOTORCYCLE ON AND RIDING

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## UNLOCK THE HANDLEBAR

Insert the Key in the keyhole, Push it a little and turn the key clockwise (Ref. image 1), and it's unlocked.

# 01

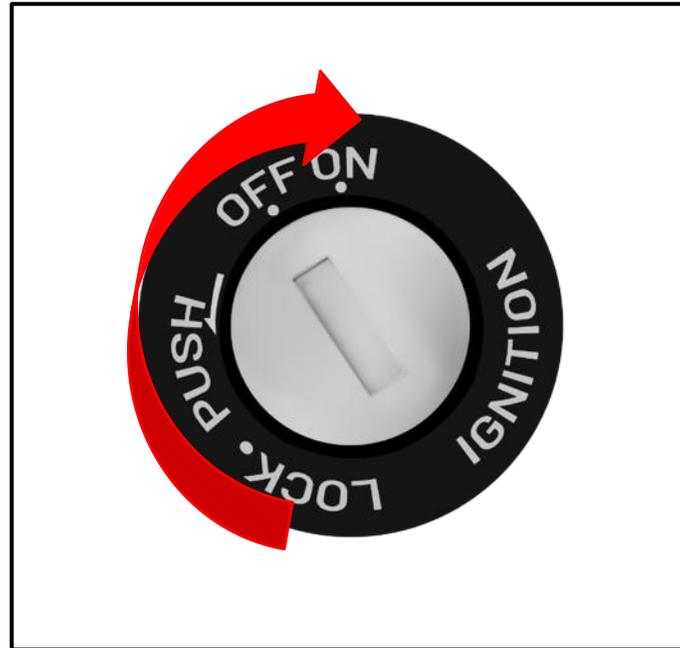


Image 1

## SWITCH ON THE INSTRUMENT CLUSTER

Once the handlebar is unlocked, turn the key clockwise again (Ref. image 1) to turn ON the instrument cluster. In the instrument cluster you can see current time, odometer, battery charging status, and available range (Ref. image 2).



Image 1



Image 2

**Adaptive Display:** The instrument cluster includes a built-in photosensor that automatically adjusts brightness according to surrounding light for improved visibility.

## 03

**REMOVE THE SIDE STAND**

- After turning ON the ignition, remove the side stand (Ref. Image 1).



Image 1

- After removing the side stand, side stand symbol will disappear from HMI (Ref. Image 2)



Image 2

## 04

**DEACTIVATE THE KILL SWITCH**

- Now deactivate the Kill Switch (Ref. Image 1).

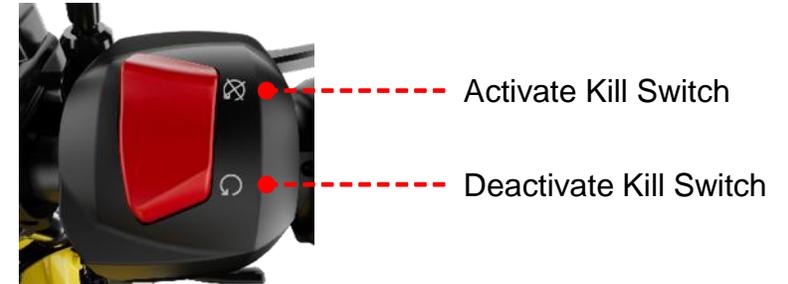


Image 1

- After Deactivating, the Kill Switch symbol will disappear from HMI (Ref. Image 2).



Image 2

## ACTIVATE THE MOTOR

- **TURN ON THE MOTOR**
- To activate the motor, press the MODE switch & and press the left brake together (Ref. Image 1). Release both together to turn ON the motor.

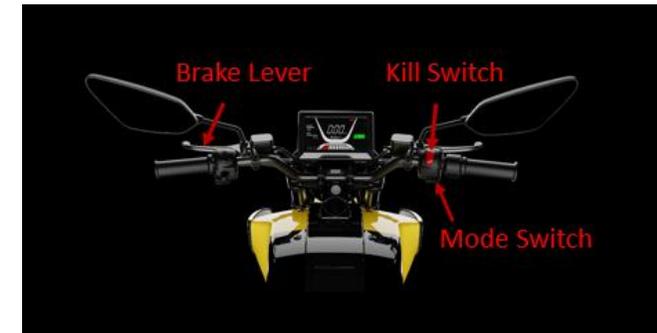


Image 1

- **CHOOSE THE RIDING MODE**
- Once the motor is activated, you can see the riding mode on the instrument cluster (Ref. Image 2). You can change the riding modes between ECO, CITY & and HAVOC by pressing only the mode switch again. Please note that for changing modes after turning on the motor or while driving, you ONLY NEED TO PRESS THE MODE SWITCH without pressing the brakes.



Image 2

# TURNING THE **MOTORCYCLE OFF AND PARKING**

## STOPPING YOUR MOTORCYCLE

Bring the accelerator grip back to the zero position. Press the top of the motor kill switch to turn OFF the motor. Turn the key switch back to LOCK position and remove the key.

## CAUTION

The key should be removed any time the motorcycle is left unattended. You don't want somebody stealing it.

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## PARKING INSTRUCTION

- Always use the kill switch if the motorcycle is on the side stand.
- Do not sit on the motorcycle when parked on the side stand.
- Do not move the motorcycle when it's on the side stand.
- Always ensure the side stand is completely opened while parking.

## CAUTION

Park your motorcycle under the shade wherever possible. Continuous long-term exposure to sunlight can cause discoloration of the instrument cluster screen. Less exposure to heat improves battery life and screen health.

**Sleep Mode Activation:** Your Oben Rorr EZ will go to sleep mode in case parked for 16 hours or more in idling condition (ignition off & charger disconnected) to slow down self-discharge rate. If vehicle is in sleep mode, it can be activated again by connecting charger or move vehicle for few meters with ignition ON.

# VEHICLE MALFUNCTION

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- The vehicle has an alert system for any vehicular level malfunction.
- Whenever any of the vehicular level malfunctions occur, Beep sound and ECO Mode indicator will blink for 10 seconds, and the vehicle will shift to ECO mode automatically.
- Simultaneously, a malfunction code will appear in place of the speed indicator.
- In this situation, customer should contact customer support / nearest service center.
- List of malfunctions & codes for reference:
  - Under Voltage (UV)
  - Over Voltage (OV)
  - Over Temperature (OT)
  - Thermal Runaway (THR)
  - Gas Detection (GAS)



Image 1

# HOW TO MAXIMISE YOUR **RANGE ON OBEN RORR EZ**

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- Always maintain the recommended tyre pressure in the vehicle
  - Use ECO mode to get maximum battery utilization
  - Avoid frequent braking & acceleration
  - Drive at constant speeds
  - Do not accelerate while braking
  - Do not overload the vehicle
  - Always attend periodic maintenance as per schedule
- 
- **Note:** The concept of range is highly subjective and can vary from person to person, depending on factors such as riding style, road conditions, and load. By adhering to the provided guidelines, you can optimize the performance of the Oben Rorr EZ.

# ELECTRIC VEHICLES AND RANGE ANXIETY

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- One of the key metrics defining an EV's performance is its driving range on a single charge, which is influenced by a multitude of factors ranging from environmental conditions to individual driving habits.
- The Oben Rorr EZ boasts an impressive ARAI-certified range of 175 km in ECO mode under standardized testing conditions according to the Indian Drive Cycles (IDC) testing protocol. However, it's important to know that this range is only an estimate which varies in real-world situations.
- Real-world driving affect the actual range achieved per charge. Variables such as environmental factors (temperature, humidity, etc.), road surfaces (terrain, elevation changes), payload (passengers and cargo), and individual driving behaviors (speed, acceleration, braking) all play a significant role in determining an EV's range.
- The Oben Rorr EZ's advertised range of 175 km per charge in Eco Mode serves as an estimate, but actual range may vary based on the factors mentioned earlier.
- The performance of a new Oben Rorr EZ may initially show fluctuations in range during the first few charge/discharge cycles. This period, typically around 5 cycles, allows the vehicle's systems to stabilize and adapt to the owner's driving habits. To avoid any inconvenience during this adjustment phase, it's advisable for owners to go for shorter rides initially and charge the vehicle daily till charger cut-off.\*
- Individual riding habits, the Gross Vehicle Weight (GVW), and prevailing environmental conditions all contribute to the overall range experienced by Oben Rorr EZ owners. By knowing these factors and exercising smart riding practices, owners can optimize their EV experience and maximize the vehicle's efficiency and range.

**\*Note : The LFP battery reaches full charge only when two conditions are satisfied: (a)The charger fan turns off automatically, and (b)The displayed SOC (state of charge) reads 100%. So, make sure to check both conditions to ensure the battery is fully charged and prevent any range issues or inconvenience.**

# LONG TERM VACATION MODE

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Your Oben Rorr EZ battery will self-discharge even if not in use. This is common among all batteries.

Oben Rorr EZ battery self-discharge rate is 2% per 24 hours.

If you anticipate being away for more than 7 days, whether for a vacation or business trip, it's crucial to follow the recommended procedure to ensure your vehicle remains in optimal condition and to prevent any inconvenience upon your return.

- **Parking:** Park your vehicle on a flat, sheltered, and dry surface. This helps to prevent any unnecessary strain on the vehicle and ensures stability during its stationary period.
- **Protection:** Utilize a cover to shield your vehicle from sunlight, rain, and dust. This protective measure helps safeguard the paint, body panels, aluminum, rubber, and anodized parts from potential damage caused by exposure to natural elements.
- **Tyre Maintenance:** Before leaving, ensure that the tires are inflated to the recommended tyre pressure. Proper tyre inflation is essential for maintaining vehicle stability, fuel efficiency, and overall safety.
- **Battery Charging:** Charge the vehicle's battery to 100% State of Charge (SOC) until the charger automatically shuts off. This step ensures that the battery is fully charged and ready for use upon your return.
- **SOC Maintenance:** It's important to keep the battery SOC above 50% throughout the duration of your absence. This prevents the battery from reaching a deep discharge state, which could have adverse effects on its health and longevity.
- **Precautionary Measures:** If there's a possibility that the battery SOC will drop below 50% due to prolonged parking, make arrangements to either charge the vehicle or drop it off at the nearest Oben Care Centre. They will ensure that the battery is charged regularly at minimal charges or fees, maintaining its health and readiness for use.
- **Post-Vacation Routine:** Upon your return, before using the vehicle, ensure that the battery is charged to 100% SOC, allowing the charger to cut off automatically. Additionally, verify that the tyre pressure is adjusted to meet standard specifications for safe and efficient operation. After returning from vacation, and before using the vehicle, make sure to charge the battery to 100% SOC (until the charger cuts off) and maintain the tyre pressure according to standard specifications.
- **Sleep Mode Activation:** Your Oben RorrEZ will enter sleep mode if left unused for 16 hours or longer, effectively reducing its self-discharge rate. To awaken the vehicle from sleep mode, simply connect the charger or ride/move the vehicle a short distance with the ignition ON.

**Note: If the battery remains unused for a period of three months or more, it could lose its charge and may fail to function properly. In such cases, the warranty for the battery may become invalid. Therefore, it's essential to adhere to the recommended maintenance procedures to preserve the battery's integrity and warranty coverage.**

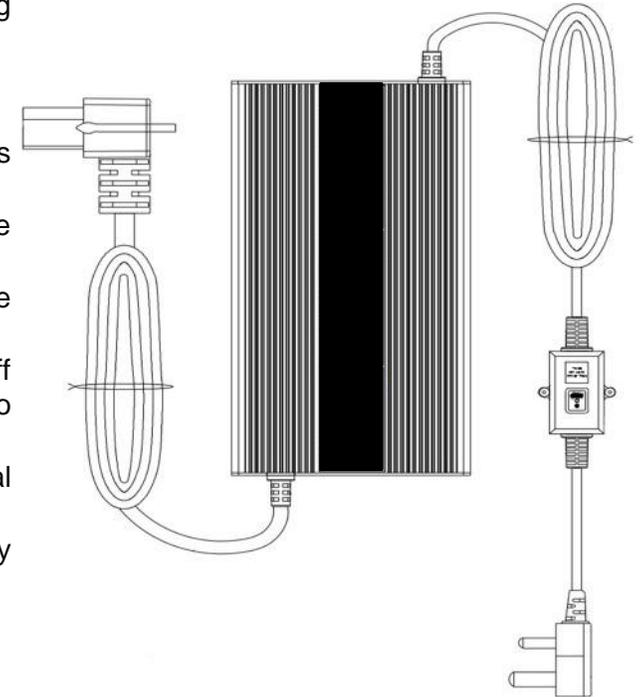
# CHARGING YOUR OBEN RORR

Charging the LFP (Lithium Iron Phosphate) battery of your motorcycle requires careful attention to several key points

- **Power Socket Requirements:** To charge your Oben Rorr EZ, ensure there is a 16-amp plug socket available in your parking area. Only use extension boards provided by Oben as needed. Plug converters are strictly prohibited.
- **Electrical Safety:** Confirm that your 16-amp plug socket is properly grounded to handle any additional electrical current safely.
- **Charger Placement:** Keep the charger at a safe distance from water and gas pipelines to avoid any potential hazards.
- **Cooling Period:** Allow the vehicle to cool down for at least 15 minutes after a ride before initiating the charging process. This practice enhances battery life by preventing overheating during charging.
- **Post-Charge Cooling:** Similarly, wait for 15 minutes after the battery reaches a full charge before riding to further optimize battery longevity.
- **Charging Duration:** The portable charger requires approximately 7 hours to fully charge the vehicle from 0% to 100%, until the charger automatically cuts off.
- **Full Charge Indicators:** The LFP battery reaches full charge only when two conditions are met: (a) The charger fan turns off automatically, and (b) The displayed SOC (state of charge) reaches 100%. It's crucial to ensure both conditions are satisfied to prevent range issues or inconvenience.
- **Daily Charging Routine:** Charge your Oben Rorr EZ to 100% every day, regardless of vehicle usage, to maintain optimal battery health and performance.
- **Ignition Switch Position:** When charging your vehicle, ensure the ignition switch is set to the 'OFF' position to prevent any electrical mishaps.
- **Vehicle Start Safety:** For safety reasons, your Oben Rorr EZ cannot be started while the charger is plugged in.

## Additional Notes:

1. **Battery Composition:** The LFP battery comprises of multiple cells connected to each other.
2. **Battery Discharge:** During vehicle operation, the battery delivers the required charge, leading to varying discharge level in individual cells depending on factors such as rider usage, including throttle and braking. This phenomenon results in subtle voltage variations between cells.
3. **Balancing Procedure:** To ensure battery's optimal performance and longevity, it's essential to regularly balance each cell by charging the battery until the charger automatically cuts off. This process helps maintain uniformity among the cells and prevents any potential issues arising from cell imbalance.



# CHARGING PROCESS

1. Open the tank flap with your key.
2. Under the flap, you will find two ports: the left side is for charging, and the right side is for USB.
3. Now, insert the charger's vehicle side connector in the charging port and then connect the AC supply side (3-pin) connector of the charger to the power supply socket.
4. Now, turn ON the power supply, and the vehicle will start charging.
5. Then, lock the tank flap to secure it from children and others while charging the vehicle

## Note:

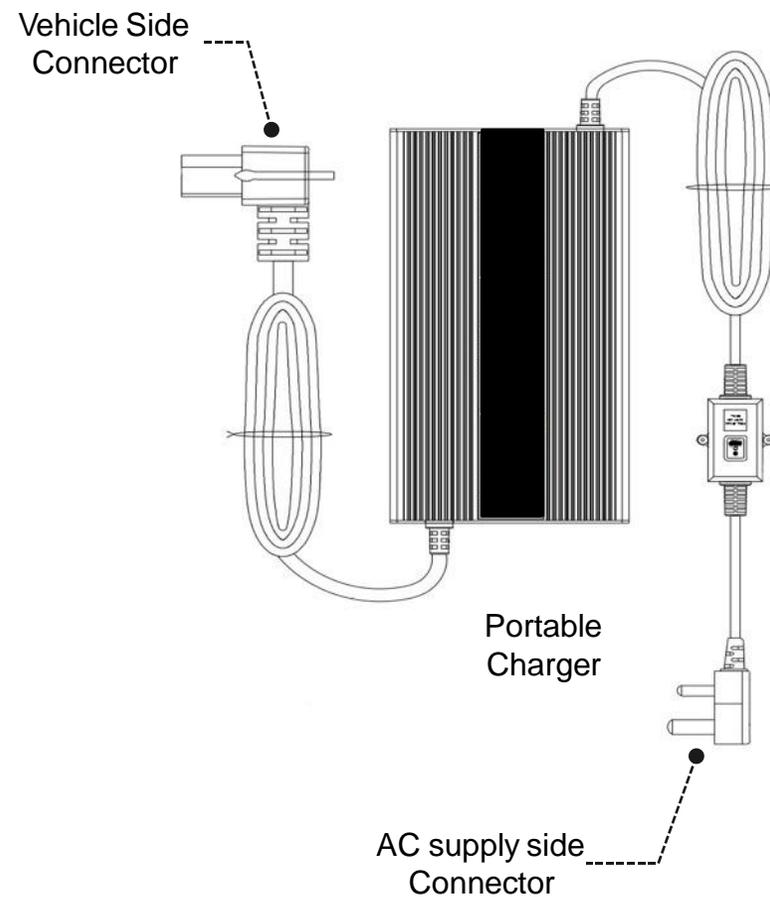
- To comply with safety guidelines, the display of your Oben Rorr EZ will remain 'On' when the charger connector is plugged in.
- Additionally, your Oben Rorr EZ cannot be started while the charger is plugged in.



Charging Port



USB Port



# WHAT DOES **THE LED SAY?**

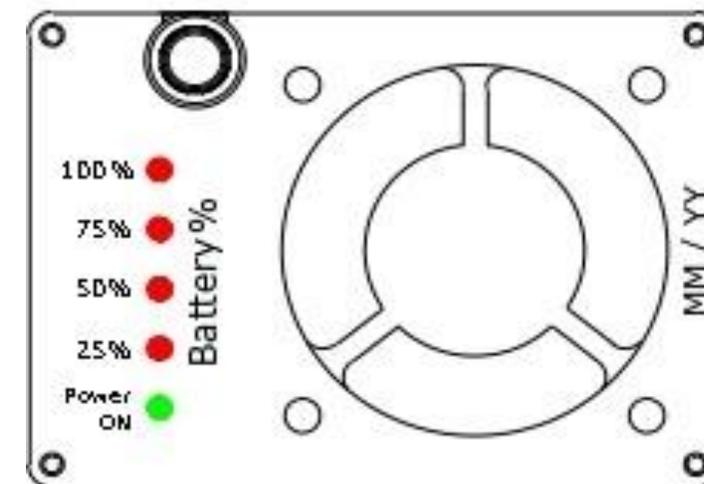
The charger speaks to you.

The charging state of LED light communicates its status to you. Every LED indicator tells you something:

## CHARGING STATUS INDICATORS

- 100% LED Constant
- 75% LED Constant
- 50% LED Constant
- 25% LED Constant
- Power ON

You'll see the same sequence on the Charger



1. **Battery Fully Charged** : The 100% Red LED will blink, and the fan will be turned off completely.
2. **Fault Indication** : If there is any fault in the charger, Green LED will blink.
3. **CAN Fault Indication** : If there is any CAN related fault in charger, 75% & 100% LEDs will start blinking.

# TIPS FOR

## **BATTERY AND CHARGER CARE**

### Do's:

1. **Charge Regularly:** Boost your Oben Rorr EZ's performance by charging its battery daily.
2. **Keep It Ventilated:** Charge the Oben Rorr EZ using the provided battery charger in a space with good ventilation.
3. **Turn Off Ignition:** Remember to switch off the ignition when charging your Oben Rorr EZ.
4. **Use the Right Charger:** Only use the provided charger for your Oben Rorr EZ to charge it. Using other chargers may void the warranty and may adversely affect to internal components, posing risk of safety hazards.
5. **Charge If Not Used:** Charge the battery weekly, even if the vehicle is idle, to keep the battery in good condition.
6. **Handle with Care:** Do not use damaged power cords, charger cases, plugs, etc., to prevent electric shock, short circuits, or fire hazards.

### Don'ts:

1. **Don't Open The Charger:** Don't try to open the charger, or it'll cancel the warranty and may adversely affect to internal components, posing risk of safety hazards.
2. **Keep Away from Children and Pets:** Keep the charger away from kids and pets.
3. **Don't Use the Charger in Harsh Conditions:** Keep the charger away from direct sunlight, rain, or too much dust.
4. **Don't Forget Charging Sequence:** Plug in and unplug the charger in the right order to avoid problems.
5. **Don't Attempt to Open Sealed Batteries:** Do not open the Oben Rorr EZ's sealed batteries, as doing so will void the warranty and may adversely affect to internal components, posing risk of safety hazards.

### Charger Care Tips:

1. Make sure the charger plug isn't loose on both ends and check for any sparking or heating in the wall socket.
2. To charge the Oben Rorr EZ: First insert the charger cable in the vehicle charging port, then insert charger plug in the wall socket. Turn ON the power Switch.
3. To remove from the charging: First turn OFF the power switch, then remove the charger cable from the vehicle charging port and remove the charger plug from the wall socket.

Following these guidelines ensures your motorcycle battery and charger stay in top condition, promoting safe and optimal performance.

# CARING FOR YOUR OBEN RORR EZ

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## **CLEAN YOUR MOTORCYCLE REGULARLY**

Cleaning and maintaining your motorcycle helps maintain smooth functioning and avoid early wear and tear. During the rainy season, clean the belt and both brakes of your motorcycle after each ride to reduce wear.

## **CHECK THE TYRE PRESSURE FREQUENTLY**

Make sure the tyre pressure is as per recommendation before each ride to maintain performance of the motorcycle.

## **AVOID AFTER MARKET ACCESSORIES / MODIFICATION**

Please REFRAIN from installing any unauthorised aftermarket accessory, as it may cause damage to the parts of the vehicle and may also lead to potential accidents. ANY INSTALLATION OF UNAUTHORISED AFTERMARKET ACCESSORY WILL VOID THE WARRANTY ON THE VEHICLE OR ANY PARTS OF THE VEHICLE.

## **AVOID EXTRA WEIGHT WHILE RIDING YOUR MOTORCYCLE**

If you are riding longer distances, make sure that you are not overloaded, as it can reduce the range of your motorcycle. Also, it can affect all the moving parts of the motorcycle, i.e., motor, belt, brakes etc.

## **PERIODIC MAINTENANCE OF YOUR MOTORCYCLE**

Always visit the nearest Authorised Dealer Workshop as per recommended interval to maintain your motorcycle riding experience, also you can prevent the breakdown of your motorcycle by periodic maintenance.

## **WASH CAREFULLY AT HOME**

For cleaning the motorcycle at home, avoid use of pressure jet. If you are cleaning the motorcycle in a local workshop, then maintain pressure at less than 10 Bars. Make sure the water jet is not sprayed on INSTRUMENT CLUSTER, TANK FLAP, MOTOR RIGHT SIDE (WIRING SIDE) & FROM THE FRONT SIDE OF THE BATTERY. It may cause damage to your vehicle.

# IN CASE OF ACCIDENT

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In case of an accident, do not touch wiring connectors or the component connected to the wiring.

It's highly unlikely, but if the battery catches fire, extinguish the flame by flooding it with a lot of water. A water hose should be used, and the person doing this must be at least a couple of metres away from the motorcycle. **Make sure the motorcycle is not plugged into the charging point.** If it is plugged, Switch OFF the main power supply immediately to stop the electricity flow.

Once the fire is extinguished, keep flooding the battery with water every 30 minutes for up to 2 hours. Check on it at regular intervals for few hours to be extra sure that the fire doesn't re-ignite.

## CAUTION

Never lift the motorcycle by pulling the handlebar.

## WARNING

In case of fire, please call the Customer Support and we will provide any assistance required.



This EV is a high voltage electronic device.

# SCHEDULED MAINTANANCE

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- A well-maintained motorcycle is essential for safe, economical and trouble-free riding. To help you properly care for your motorcycle, the following pages include a Maintenance Schedule.
- It's also a smart way to safeguard your investment, ensure top-notch performance, prevent breakdowns, and enjoy more rides.
- These guidelines presume that the motorcycle will mainly be used for personal commuting in the city. If you plan on consistently riding at high speed, or long distance, or in wet/dusty conditions, you may need more frequent maintenance than outlined in the Maintenance Schedule. Ask your dealer for personalized recommendations based on your specific needs.
- If your motorcycle is involved in a crash, be sure your Authorised Dealer inspects all major parts.
- Remember, your Authorised Dealer knows your motorcycle best and is fully equipped to repair/maintain it.
- The periodic checks provide additional confidence in your performance.

INSPECTION TYPE	INTERVAL	PERFORMED BY
Pre-ride Inspection	Before each ride	Owner
Periodic Maintenance	As per maintenance schedule	Authorised Dealer

# PERIODIC SERVICE & MAINTANANCE SCHEDULE

SR.NO.	NO.OF PERIODIC SERVICE**	KMS OR MONTHS (FROM DATE OF SALE)	TYPE OF SERVICE
1	1st Periodic Service	5000kms or 6 Month (whichever is earlier)	Paid Service
2	2nd Periodic Service	10000kms or 12 Months (whichever is earlier)	Paid Service
3	3rd Periodic Service	15000kms or 18 Months (whichever is earlier)	Paid Service
4	Recurring Periodic Service	Every 5,000 Kms or 6 months after 3 <sup>rd</sup> Service	Paid Service

\*It is the sole responsibility of the customer to visit the nearest authorized workshop for periodic maintenance as per above maintenance chart.

SR.NO.	ESCALATION LEVEL	RESPONSIBLE PERSON	TURN AROUND TIME (TAT)
1	Level 1	Oben Electric After Sales Customer Support Team- <a href="tel:08069220620">08069220620</a>	Same Day
2	Level 2	Dealer Service Manager / Dealer Service Engineer	3 days or committed date(Whichever is later)
3	Level 3	Company Area Service Manager	7 days or committed date(Whichever is later)
4	Level 4	Company Grievance Team: <a href="mailto:care@obenelectric.com">care@obenelectric.com</a>	15 working days or committed days(Whichever is later)*

\*Company Grievance team shall take up any matter only after the customer has exhausted Level 1 to Level 3 escalations and is not satisfied with the resolution.

\*\*Company Grievance team is not liable in any way to respond unless the customer provides evidence that they have exhausted all prior channels and did not get a satisfactory resolution.

# WARRANTY POLICY

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Oben Electric Vehicles Private Limited warrants that each new Oben Rorr manufactured by the Company (Oben Electric Vehicles Private Limited) shall be free from any defects in both material and workmanship, under normal use and maintenance. Oben Electric's responsibility is limited to repairing or replacing, free of costs those parts of Oben Rorr EZ, which upon inspection by Oben Electric, may be acknowledged to be defective in manufacturing or workmanship within the warranty period stipulated below, and in such cases, the Company's decision either to repair or replace the affected part will be final. Any such defective parts that have been replaced shall become the property of the Company.

Such warranty responsibility of the Company is subject to the following terms and conditions:

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# WARRANTY

**BATTERY WARRANTY**

36 months or 50,000 kms, whichever is earlier, warranty on the battery from the date of invoice of the Oben Rorr EZ

**MOTOR WARRANTY**

36 months or 50,000 kms, whichever is earlier, warranty on the motor from the date of invoice of the Oben Rorr EZ

**VEHICLE WARRANTY**

36 months or 50,000 kms, whichever is earlier, warranty on the vehicle from the date of invoice of the Oben Rorr EZ

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**Warranty Exclusions:**

- Any natural wear-and-tear and aging of parts of Oben Rorr EZ
- Parts like brake pads, brake discs, bearings, tyres, bushes, rubber parts, belt, grommets, and seals
- Consumables like brake oil, system oil, suspension oil, grease, and fastener
- Normal aging, deterioration, or rusting of painted parts, paint coats, rubber parts, soft items, glass items, plastic parts, etc.
- Normal maintenance services, including without limitation, cleaning and polishing, wheel balancing, wheel alignment, and tyre rotation, etc.
- Components like control cables, Brake pads, Drive Pulley, Motor Pulley, Steering ball races, electrical equipment, wiring harness, etc., which are subjected to normal wear and tear
- Replacement of parts due to normal wear and tear
- Any failure arising due to the use of a non-Oben battery charger
- Warranty on charger, controller, and instrument cluster is limited to 12 months from the date of invoice of your Oben Rorr EZ
- Tyres originally fitted on the vehicle are warranted directly by the respective manufacturers and not by the Company
- Damage or failure resulting from use of improper or inferior oils or lubricants
- Damages or wear due to misuse, abuse, accidents, theft, flooding, fire or taking part in motor races or competitions, performing stunts or off-roading or due to involvement in any criminal activity or due to materials transported in the vehicle
- Vehicles that do not have clean title or have been sold illegally, designated, labeled or branded as dismantled, junk, rebuilt, salvage, reconstructed, irreparable or a total loss

- Any damage due to the use of parts other than the Company's genuine parts or of any device and/or accessories not supplied by the Company with Oben Rorr EZ
- Any damage caused due to ignorance of active vehicle warnings or service notifications
- Modifications, alterations, tampering, or improper repairs done at any unauthorised service points
- Vehicles that have been determined to be a total loss by an insurance company
- Damage due to tampering with any component or its software/firmware.
- Damage due to non-compliance with any recall advisories
- Paint scratches, dents or similar paint defects or body damage on the vehicle.
- Damage due to any environment or an act of God, including, but not limited to, exposure to sunlight, airborne chemicals, tree sap, animal or insect droppings, road debris (including stone chips), industry fallout, rail dust, salt, hail, floods, wind and (thunder) storms, acid rain, fire, water, contamination, lightning and other environmental conditions or any other force majeure event
- Vehicles that are used for commercial purposes and not personal use
- Vehicles on which motor number or chassis number is deleted, defaced or altered
- All warranties shall be applicable from the invoice date of the vehicle, and any part replaced during the warranty period shall carry the same warranty period as of the original part.
- The Company shall not be liable for incidental, remote, indirect or consequential damages of any kind, including without limitation for loss of time, inconvenience, loss of use of vehicle or commercial loss due to the use of the vehicle.

- The Company shall not be liable for any warranty claim for any damage to the vehicle's hardware or software, or any loss or harm to any personal information/data uploaded to your vehicle resulting from any modifications or unauthorised access to vehicle data or software from any source, including, but not limited to, unauthorised parts or accessories, modifications, third party applications, viruses, bugs, malware, or any other form of interference or cyber-attack.
- Any warranty obligations shall only be triggered when the defect in the vehicle is brought to the notice of the Company by the customer and on logging his/her complaint.
- The Company shall not be liable for any delay in servicing due to reasons beyond the control of the Company.
- Warranty Claims on proprietary items such as tyres should be taken up with the respective manufacturer or their authorized agents in the area directly by the customer. Oben shall not be liable in any manner to replace them through their dealers. Oben will, however, help in preferring such claims on the respective manufacturer.
- The Company may make any modifications or improvements to the vehicles in the future, at any time without prior notice and without any obligation to install the same on vehicles previously dispatched for sale.
- This warranty is the entire warranty given by the Company for the vehicle and no employee is authorised to extend or enlarge this warranty and no dealer and/or its agent or employee is authorised to make any oral warranty on the Company's behalf.
- Any damage or failure caused by repairs or maintenance performed by any persons other than Oben Certified Service Professionals will not be covered under warranty.

- To transfer warranty benefits to the second/subsequent owner during the warranty period, the first owner must connect with the after sales team of Company and provide the requisite details in advance.
- Any warranty shall only be applicable if all the maintenance services are availed as per the schedule in the owner's manual from Oben Authorised Dealers/service centres only.
- All warranties shall be void if timely installation of any software update is not completed within stipulated timelines. It is the sole responsibility of the customer to always keep the software updated with the latest version.
- **The Company reserves the right to the final decision in all warranty matters.**

# **ROADSIDE ASSISTANCE (RSA)**

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Oben Electric Vehicles Pvt. Ltd. offers free Roadside Assistance (RSA) services to ensure customer convenience in the event of an Oben Rorr EZ breakdown or charging issue. We've teamed up with a top third-party RSA service provider in India to promptly assist customers and minimize any inconvenience.

The RSA service provider will provide customers with its customer support number at the time of sale, specific to their region. Customers can call to helpline number of RSA service provider or Oben Care for assistance. Oben Electric will only assist in coordinating with the RSA service provider if customers choose to contact Oben Electric's customer care service.

The benefits & inclusions of the RSA are provided below.

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# RSA

**RSA INCLUSIONS:**

- **Towing Support:** If your Oben Rorr EZ breaks down or is in an accident, we offer free towing to the nearest Oben Electric service center within 40 km. Additional charges apply beyond 40 km.
- **Charge Down Support:** We offer free towing for Oben Rorr EZ to the nearest charging station if there's an unintentional charge depletion. However, if the charge depletion is intentional or due to not adhering to the charging guidelines of the company, towing charges will be the customer's responsibility.
- **Puncture Support:** Flat tyre repair coverage for on-the-spot punctures.
- **Lost Key Support:** If your Oben Rorr EZ keys are lost or damaged, the service provider will offer free towing to the nearest Oben Service Center.
- **Custody Services:** For emergencies like vehicle breakdowns or accidents, customers can choose custody services. If the vehicle is stranded, the service provider will send a custody service to take control of the vehicle, allowing the user to resume their journey.
- **Taxi Support:** If your Oben Rorr EZ needs a tow, we can also arrange a cab/taxi for you to continue your journey. Cab/taxi charges will be payable at your end.
- **Medical Support:** Get a free ambulance anytime, 24/7 and consult with a doctor online in case of any unfortunate incident involving your Oben Rorr EZ.
- **Legal Support:** If your Oben Rorr EZ is stolen, contact the service provider between 8 am and 8 pm for guidance on the next steps. For additional assistance, email [hello@obenelectric.com](mailto:hello@obenelectric.com). Support will be provided on a best-effort, case-by-case basis.
- Customers are entitled to enjoy complimentary towing services up to three times a year and will be chargeable afterwards..

**Note: The benefits and inclusions of RSA may change over time. Please refer to the policy document for the latest benefits and inclusions applicable at the time of policy sale.**

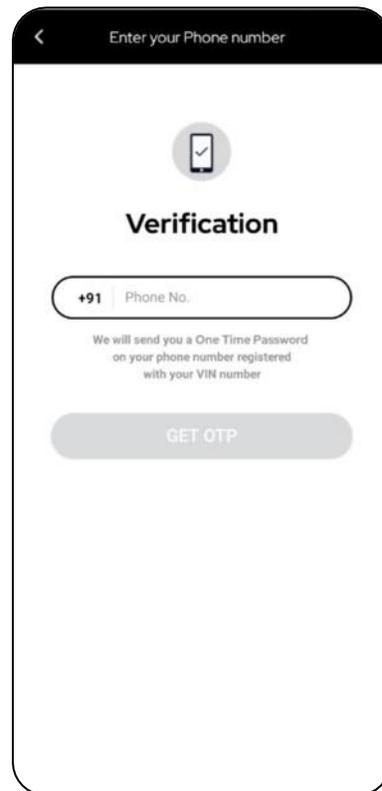
# MOBILE APPLICATION

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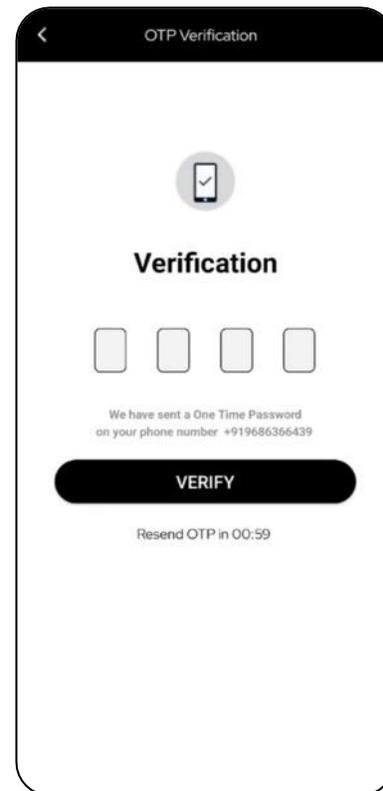
# USER REGISTRATION



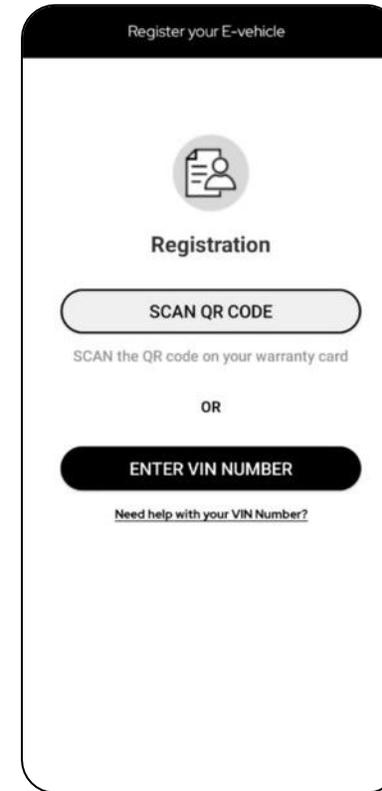
**STEP 1**



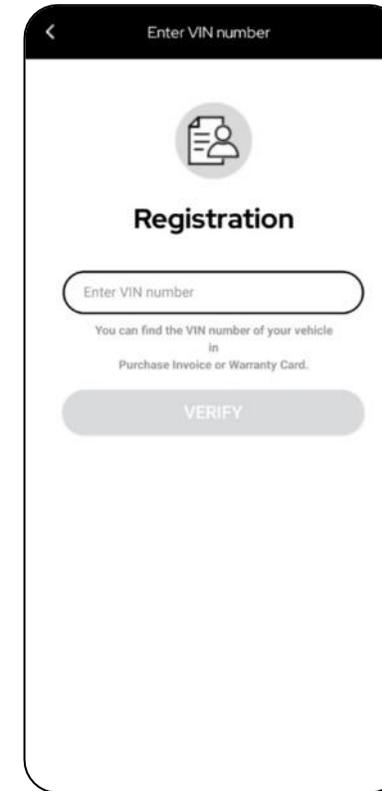
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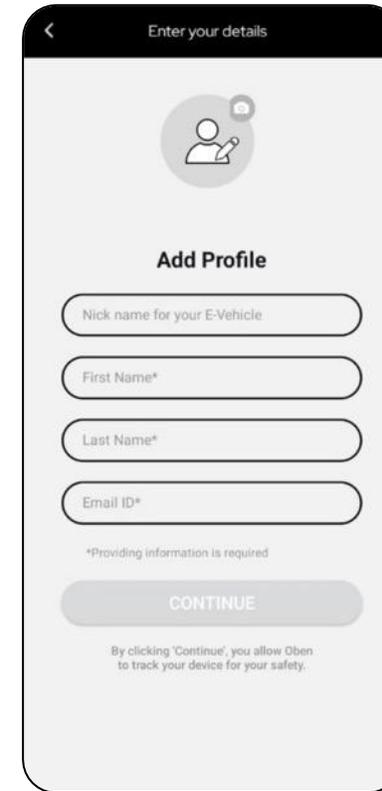
**STEP 3**



**STEP 4**



**STEP 5**



**STEP 6**

Users must register by logging in with a mobile OTP. Make sure you have given the same phone number you provided when registering your vehicle at the dealer.

# USER REGISTRATION

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**STEP 1:**

Begin the registration process by opening the Oben Electric app and selecting 'Register Now'

**STEP 2:**

Please enter the mobile number you shared (when purchasing) to verify with OTP.

**STEP 3:**

You'll receive a code on your registered mobile number. Enter this code in the app.

**STEP 4:**

Register your Oben Rorr EZ on the app now. Choose the option to enter VIN.

**STEP 5:**

Please enter the VIN based on your chosen option. You can locate the VIN on the purchase invoice or on the left side of the bike's neck. (Please refer page no.12 for VIN no. location)

**STEP 6:**

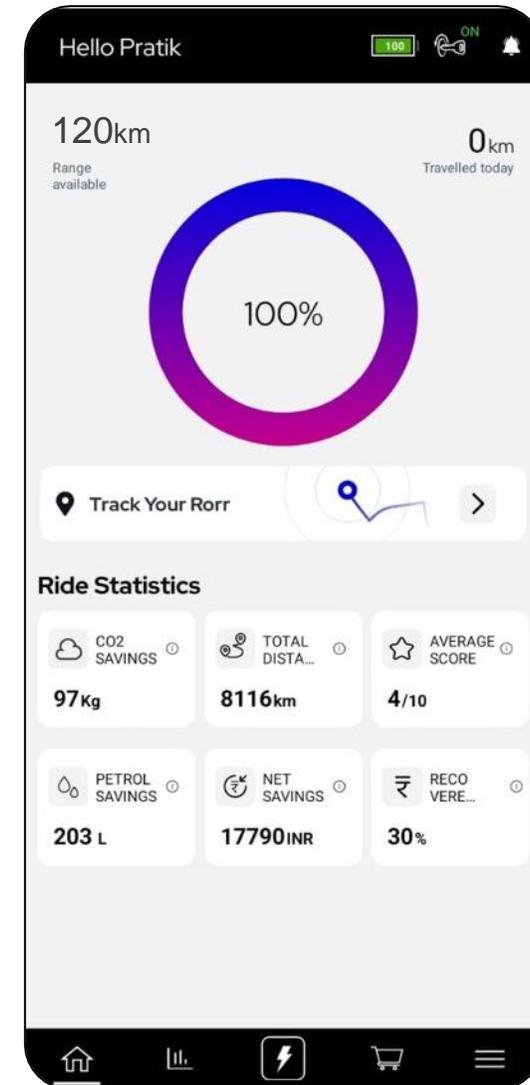
Create your profile by providing the necessary information.



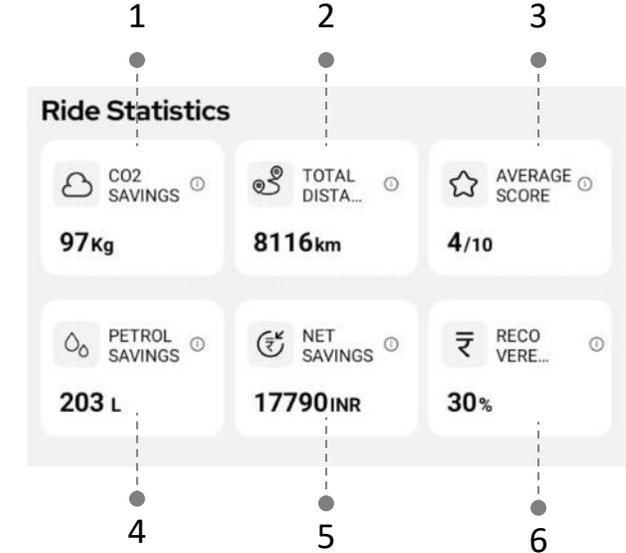
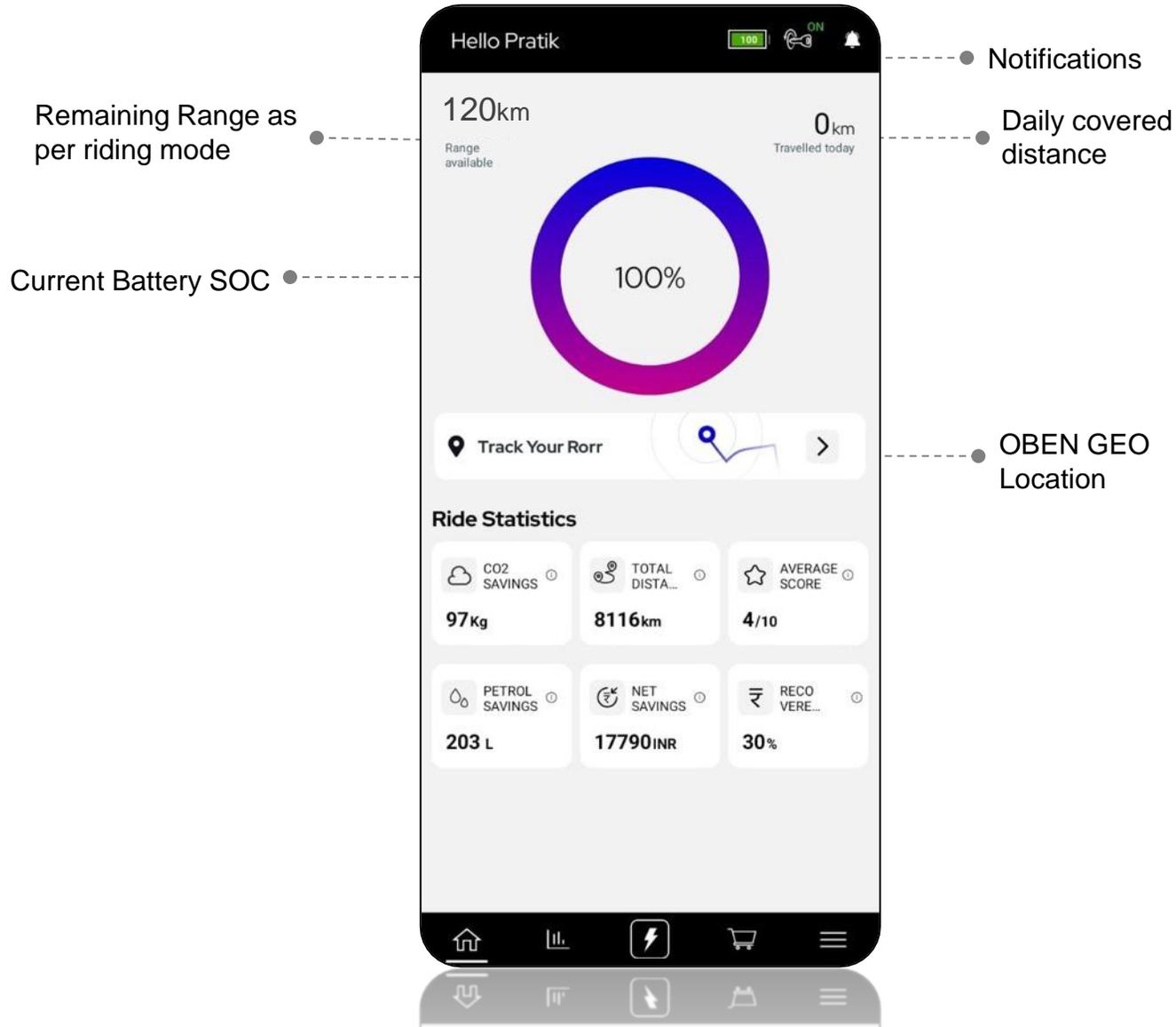
# HOME SCREEN

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This is the Home Screen of the Oben Electric App. Users will see this screen when they open the app or after successfully logging in.



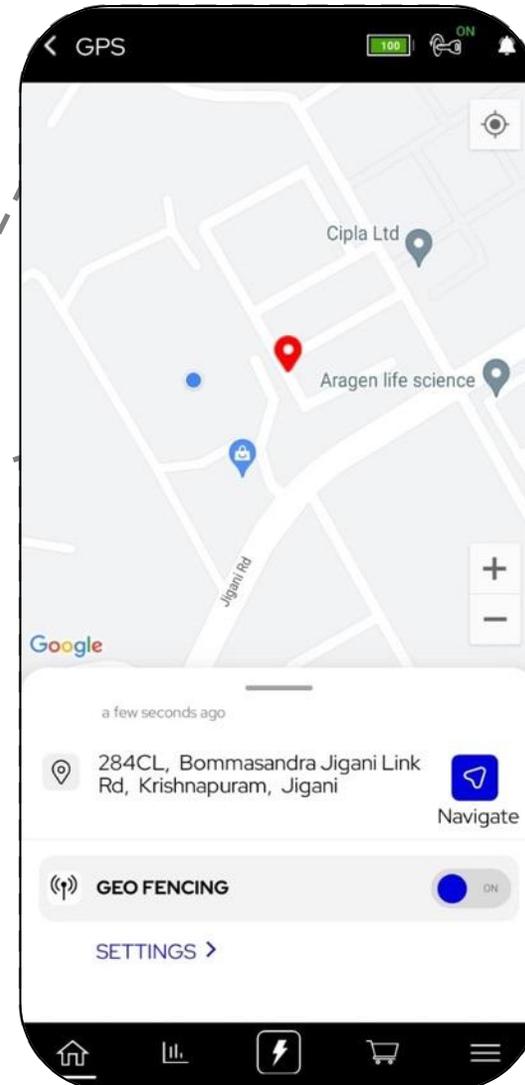
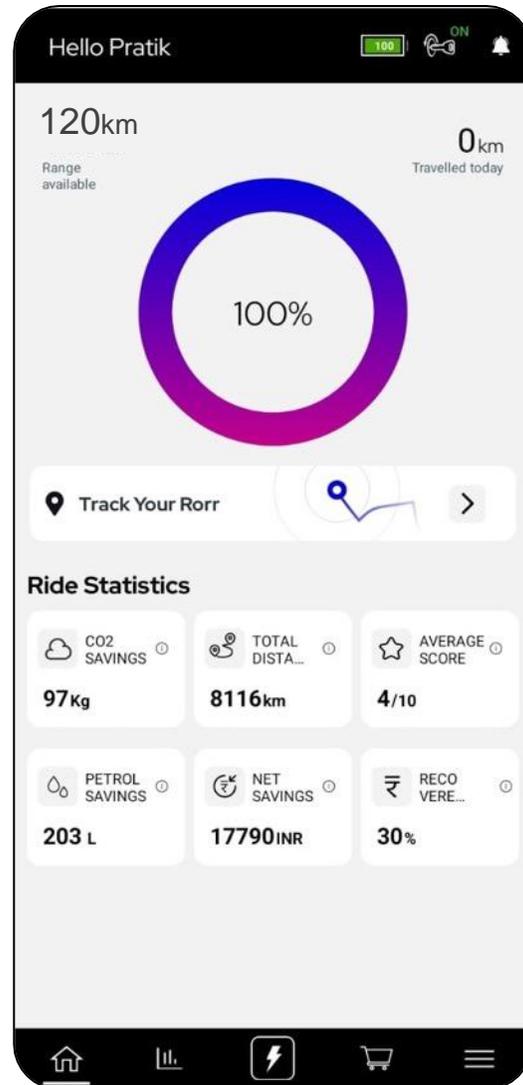
# HOME SCREEN DESCRIPTION



1. CO2 Savings: Your overall carbon savings.
2. Total Distance: Distance covered so far.
3. Average Score: Calculated from your ride pattern.
4. Petrol Savings: Savings in petrol consumption.
5. Net Savings = Petrol cost – Electricity cost
6. Recovered Cost: Total cost recovered by using an electric vehicle instead of a petrol vehicle.
7. **Battery SOC: State of Charge, indicating the percentage of remaining energy in a battery.**

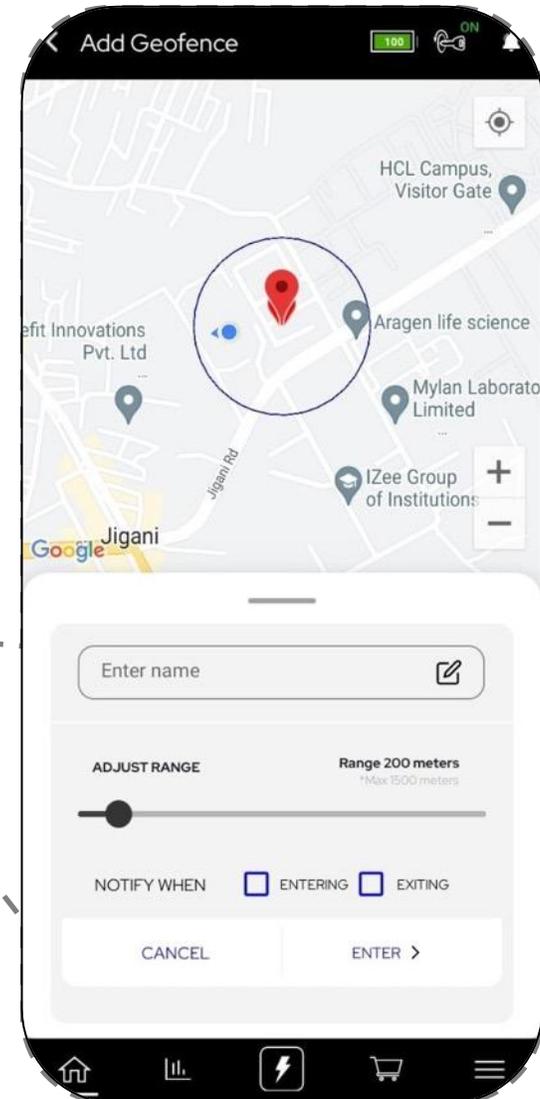
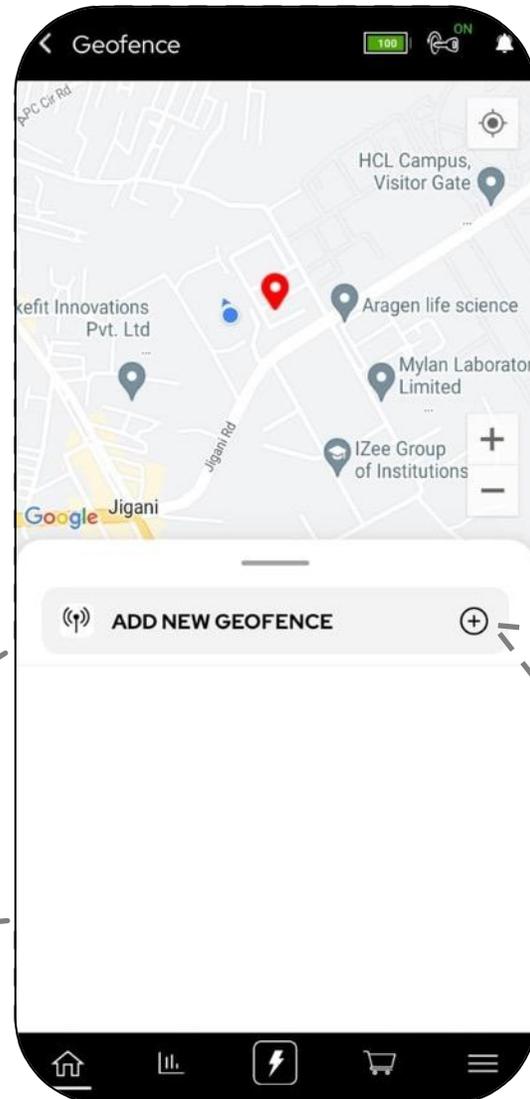
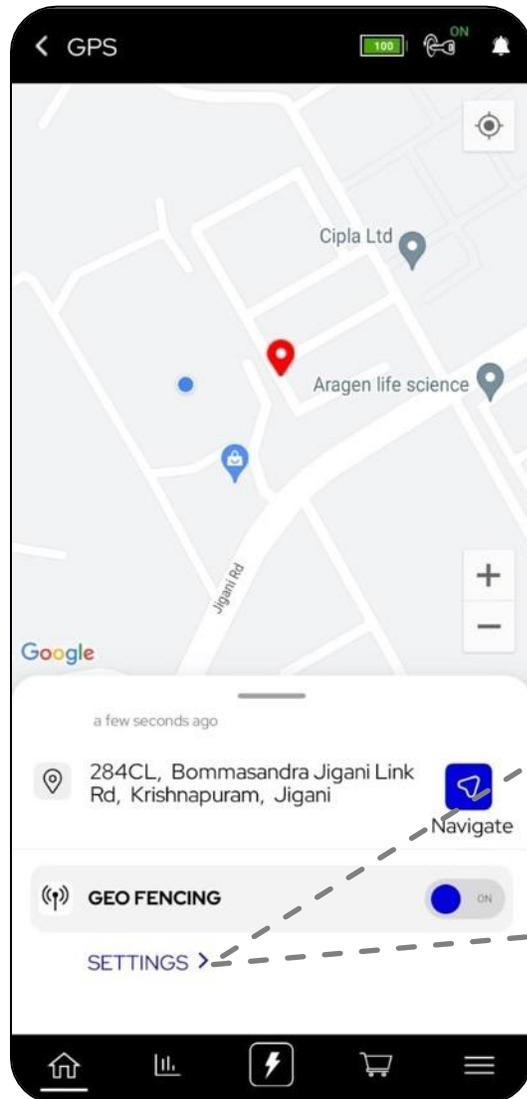


# TRACK YOUR RORR EZ



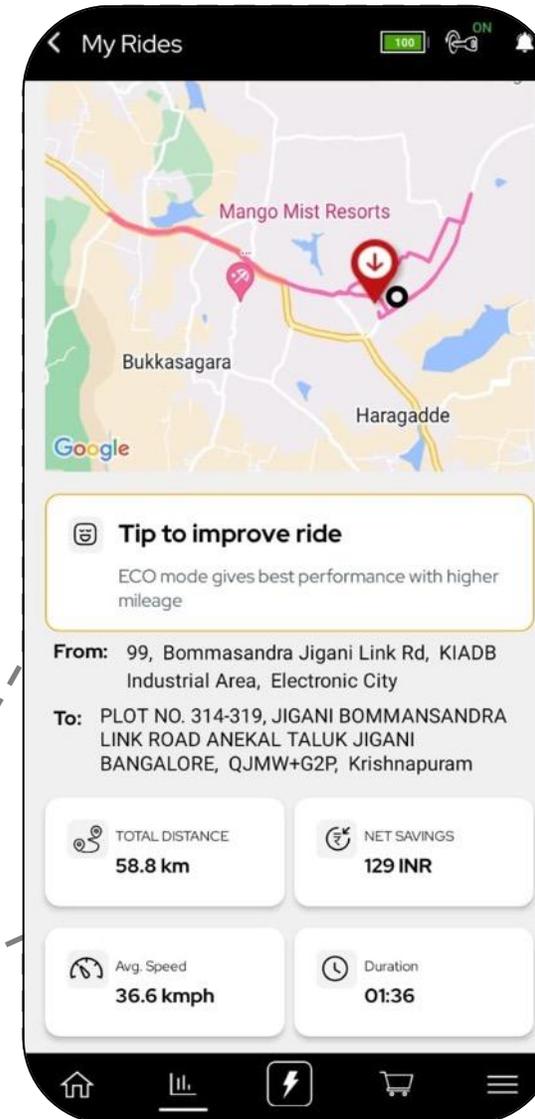
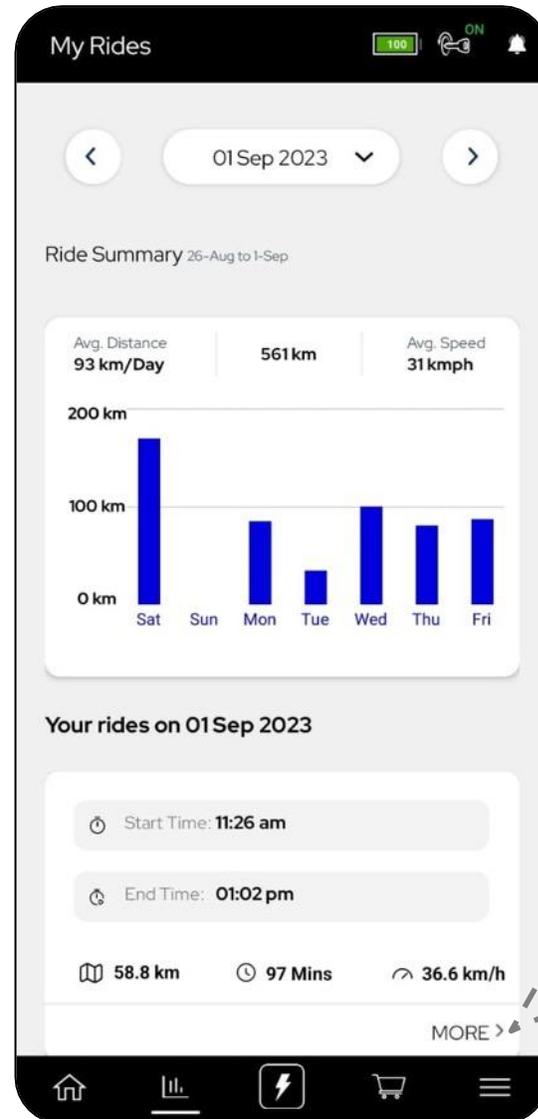


# GEO FENCING



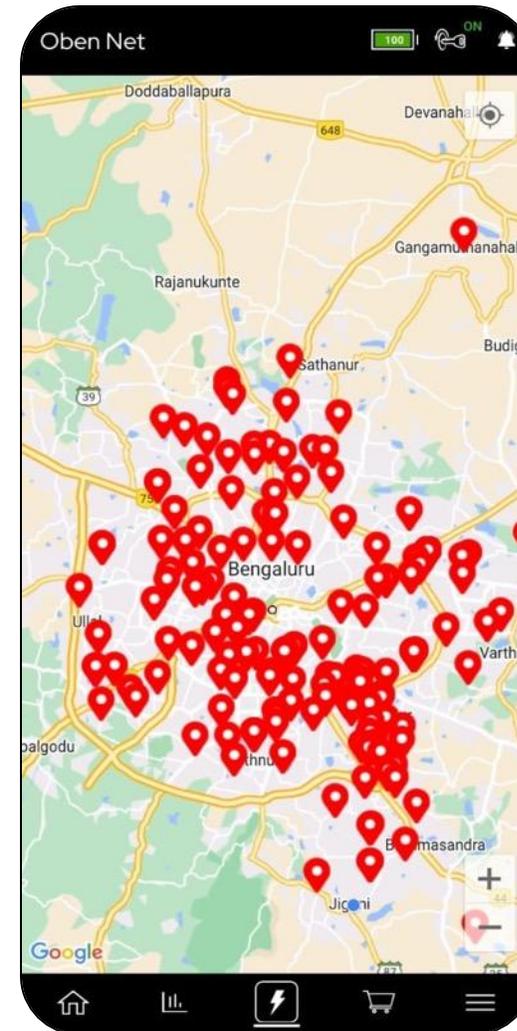


# MY RIDE





Find a nearby charging point with OBEN NET.





**KEEP RORRING!**

This user manual and its contents are for customer reference purposes only. The contents and policies listed in this user manual are subject to change at any time without any prior notification or approval of the customer. The customers are requested to connect with our customer support team for the latest updates on Oben Electric's policies or if they seek any clarification in case of any update.