



THE
BOLD **ELECTRIC**
RaceZ **SIGMA**



USER MANUAL

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Introduction

Please take the time to read this before your very first ride on your new Oben Rorr EZ SIGMA. It contains all the information that you need to operate your motorcycle safely. Failing to follow the instructions in this guide may result in damage to your motorcycle, harm 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 SIGMA, including its features and components. All facts, specifications and descriptions in this manual are accurate.

Safety Guide

- **Motorcycle Safety**

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

- **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.

- **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.

- **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.

- **Modifications**

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

1

KNOW
YOUR
RORR
EZ SIGMA

Specifications

Variants →	Sigma 3.4 kWh	Sigma 4.4 kWh
PERFORMANCE		
Top Speed	95 km/h	95 km/h
Range (IDC)	140 km	175 km
Fast Charging Time (0-80%)	1.30 hrs	2 hrs
Normal Charging Time (0-100%)	5 hrs	7 hrs
Acceleration (0-40)	3.3 sec	3.3 sec
Motor Peak Power	7.5 kW	7.5 kW
Torque (on wheel)	286 Nm	286 Nm
DRIVE MODES		
Eco	40 km/h	40 km/h
City	60 km/h	60 km/h
Havoc	95 km/h	95 km/h
CONNECTIVITY		
Ride Vitals*	Yes	Yes
Instant Assist (24x7)*	Yes	Yes
Find My Rorr (Bike Tracking)*	Yes	Yes

Disclaimer: *Available only with VAS package. ~Not available for IOS.

Variants →	Sigma 3.4 kWh	Sigma 4.4 kWh
------------	------------------	------------------

BATTERY

MHX Tech	Yes	Yes
Battery Chemistry	LFP	LFP
IP Rating	IP67	IP67
Battery Casing	Aluminium Die-cast	Aluminium Die-cast

SMART TECH

Display	5" Colour TFT Screen	5" Colour TFT Screen
Navigation	Yes	Yes
Call Alerts*~	Yes	Yes
Message Alerts*~	Yes	Yes
Music Alert (Spotify & YouTube)*	Yes	Yes
Trip Meter	Yes	Yes

CONVENIENCE

Reverse Mode	Yes	Yes
Under Seat Storage	Yes	Yes
Dual USB Ports with Build-in Storage	Yes	Yes
Savings Calculator*	Yes	Yes

Disclaimer: *Available only with VAS package. ~Not available for IOS.

Variants →

Sigma
3.4 kWh

Sigma
4.4 kWh

SAFETY

Driver Alert System (DAS)

Yes

Yes

Theft Protection*

Yes

Yes

Geo-Fencing*

Yes

Yes

Unified Brake Assist

Yes

Yes

Battery Theft Protection

Yes

Yes

Patented Vandalism Protection

Yes

Yes

DESIGN

Design Philosophy

Neo-classic

Neo-classic

Frame Design

ARX Frame

ARX Frame

Seat Height

810 mm

810 mm

Seat Length

560 mm

560 mm

High Ground Clearance

200 mm

200 mm

Highest Water Wading

230 mm

230 mm

Colour Options



Electric Red

Electric Red



Surge Cyan

Surge Cyan



Photon White

Photon White



Electro Amber

Electro Amber

Final Drive Reduction

Single stage
synchronous
belt drive

Single stage
synchronous
belt drive

Controller

FOC

FOC

Disclaimer: *Available only with VAS package. ~Not available for IOS.

Variants →

Sigma
3.4 kWh

Sigma
4.4 kWh

DIMENSIONS

Length

2101 mm

2101 mm

Height

1260 mm

1260 mm

Width

780 mm

780 mm

Wheelbase

1433 mm

1433 mm

Weight

143 kg

143 kg

SUSPENSION

Front

37 mm dia. -
Telescopic
Fork

37 mm dia. -
Telescopic
Fork

Rear

MonoShock
- 7 step
adjustable

MonoShock
- 7 step
adjustable

ELECTRIC

Illumination System

12V LED Based

12V LED Based

Bike Profile: Front Side



1 RH Throttle Grip

2 Front Brake Lever

3 Leg Guard

4 Front Tyre

5 Rear View Mirrors

6 LH Grip

7 (UBA) Brake Lever

8 Front Suspension

9 Horn

Bike Profile: Rear Side



-
- 1 Rear Reflector
 - 2 Drive Belt
 - 3 Tail Light
 - 4 License Number Plate
 - 5 Rear Tyre

Bike Profile: Left Side



-
- | | | | |
|---|-----------------|----|--------------|
| 1 | Front Fender | 7 | Grab Handle |
| 2 | Front Reflector | 8 | Rear Fender |
| 3 | Battery Pack | 9 | Tyre Hugger |
| 4 | Side Stand | 10 | Saree Guard |
| 5 | Rider Seat | 11 | Wheel Pulley |
| 6 | Pillion Seat | | |

Bike Profile: Right Side



1 Rear Brake Caliper

2 Rear Disc Brake

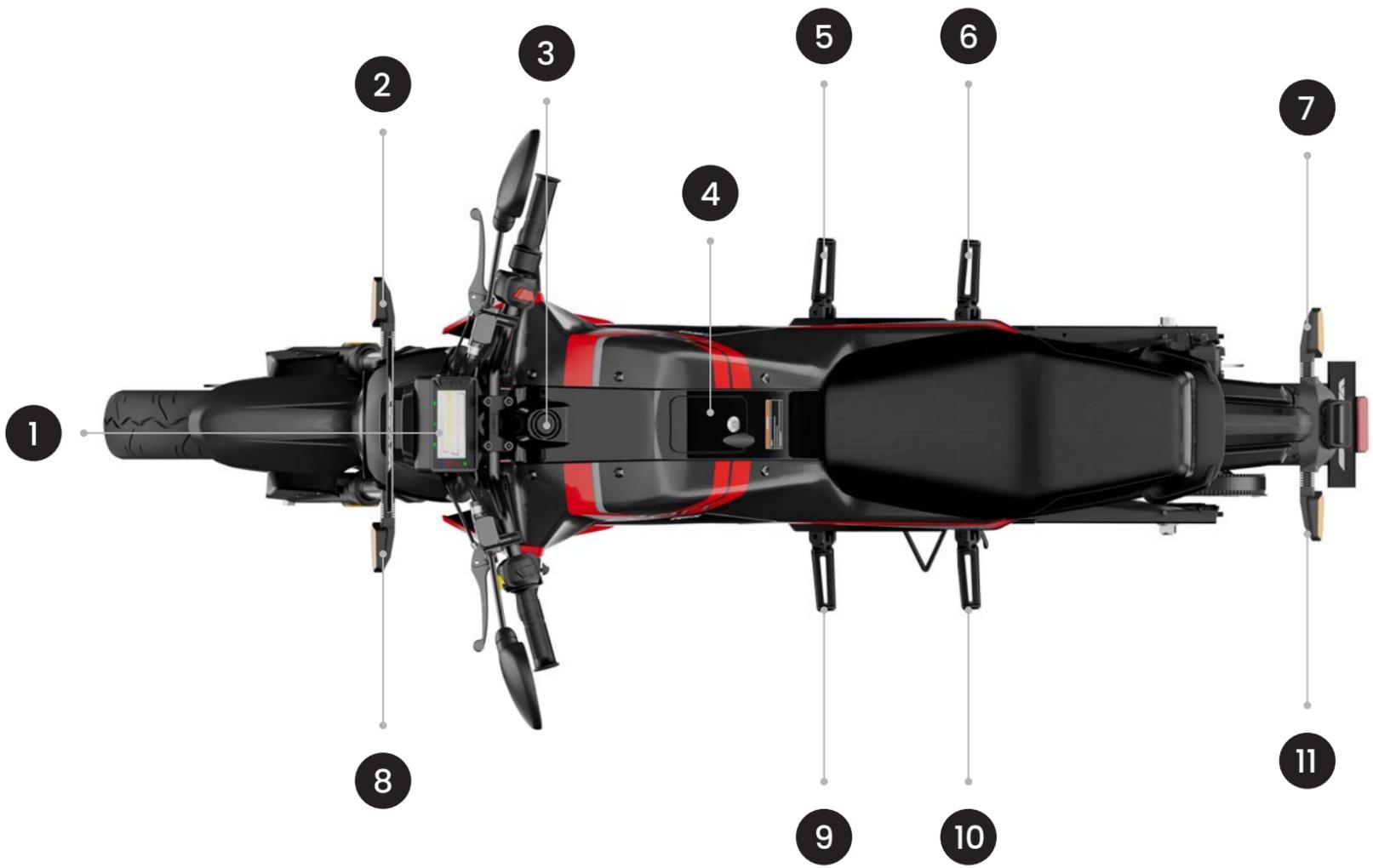
3 Rear Suspension

4 Front Brake Caliper

5 Front Disc Brake

6 Front Reflector

Bike Profile: Top View



-
- | | | | |
|---|--------------------------------|----|--------------------------------|
| 1 | HMI | 7 | Rear Turn Signal Indicator RH |
| 2 | Front Turn Signal Indicator RH | 8 | Front Turn Signal Indicator LH |
| 3 | Ignition Lock | 9 | Rider Footrest LH |
| 4 | Tank Flap | 10 | Pillion Footrest LH |
| 5 | Rider Footrest RH | 11 | Rear Turn Signal Indicator LH |
| 6 | Pillion Footrest RH | | |

Operating Switches



Kill Switch



Mode Switch



Reverse Mode

Select Trip

Reset Trip



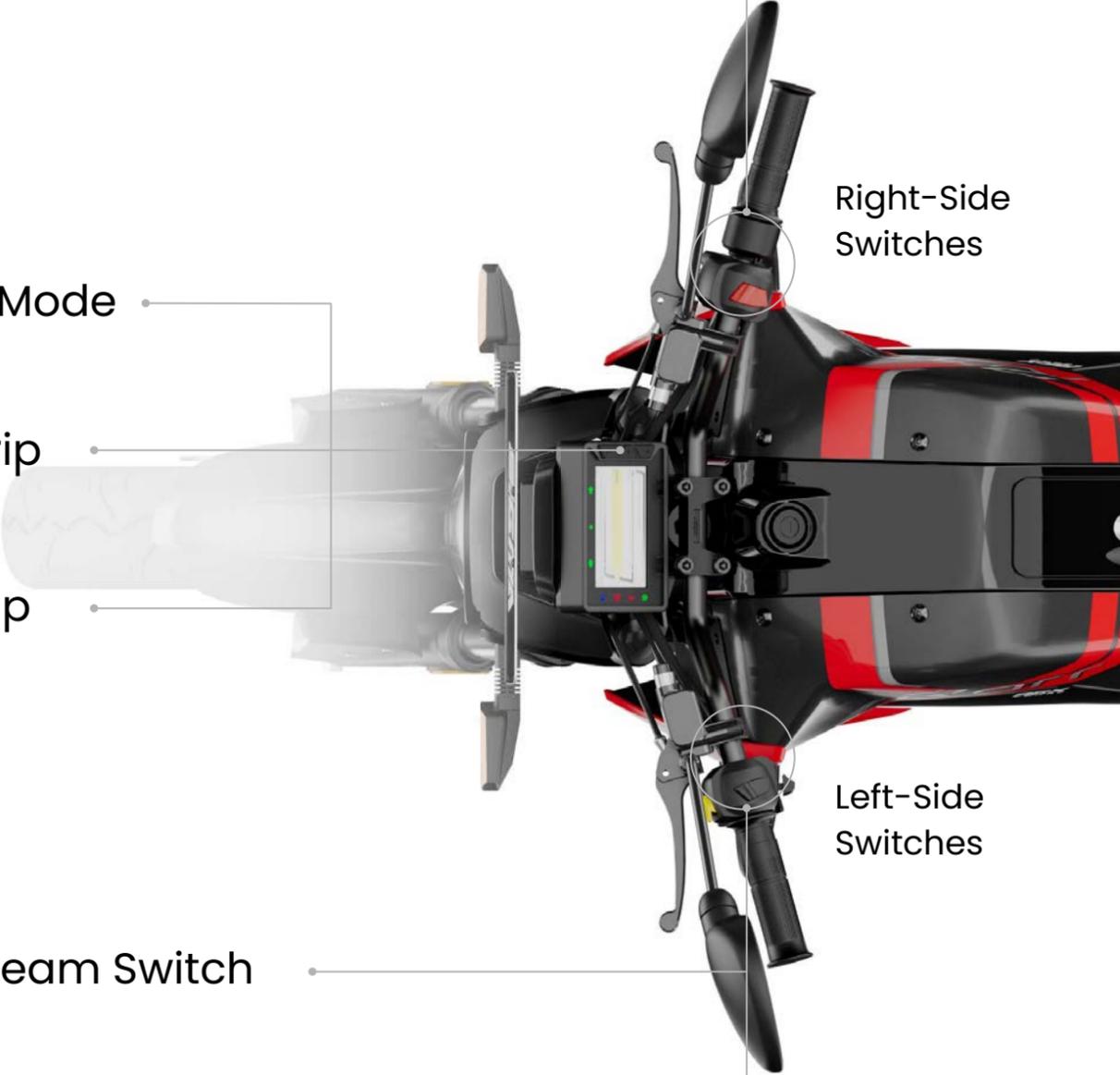
Hi/Low Beam Switch



Horn Switch



Passing Switch



Right-Side Switches

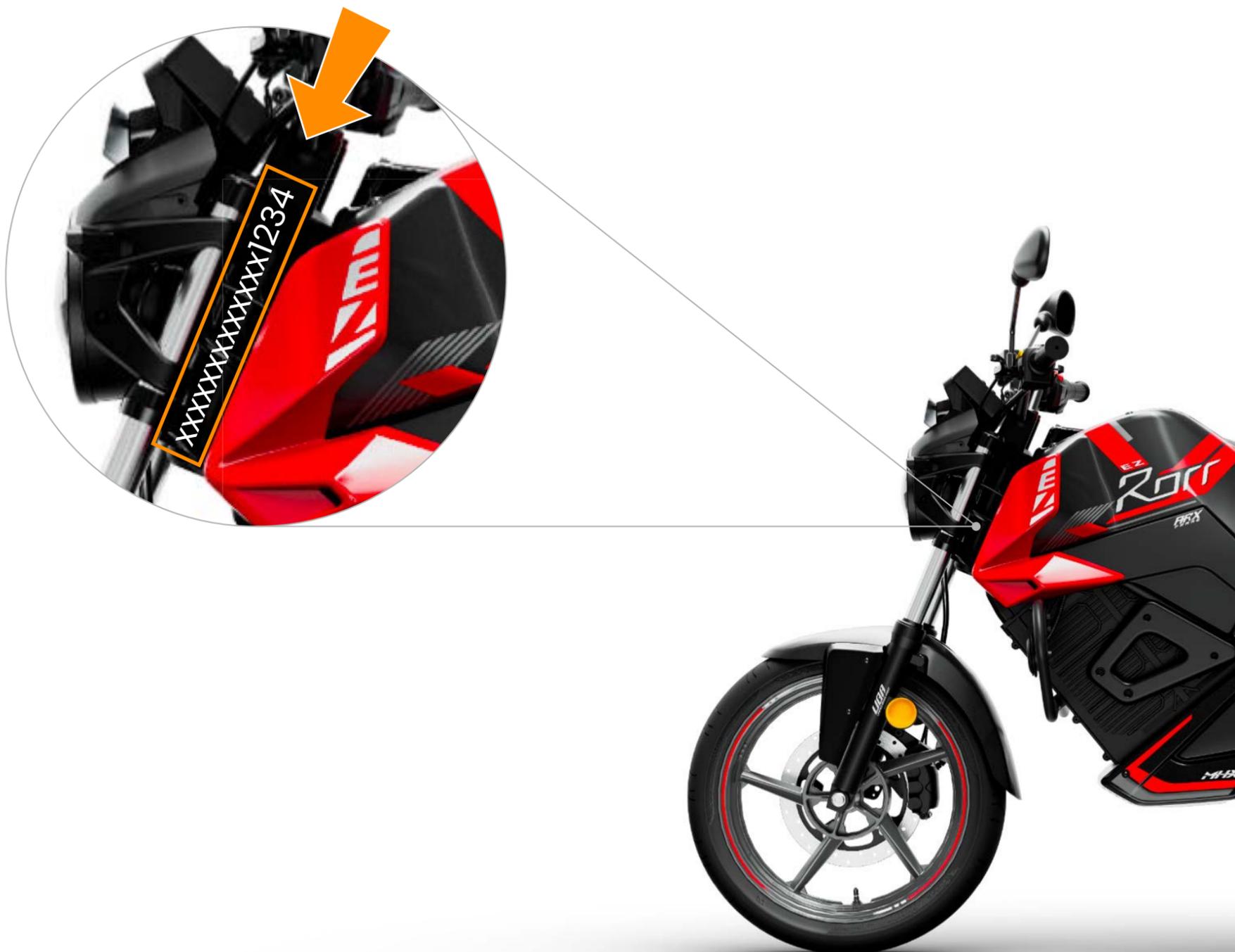
Left-Side Switches

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



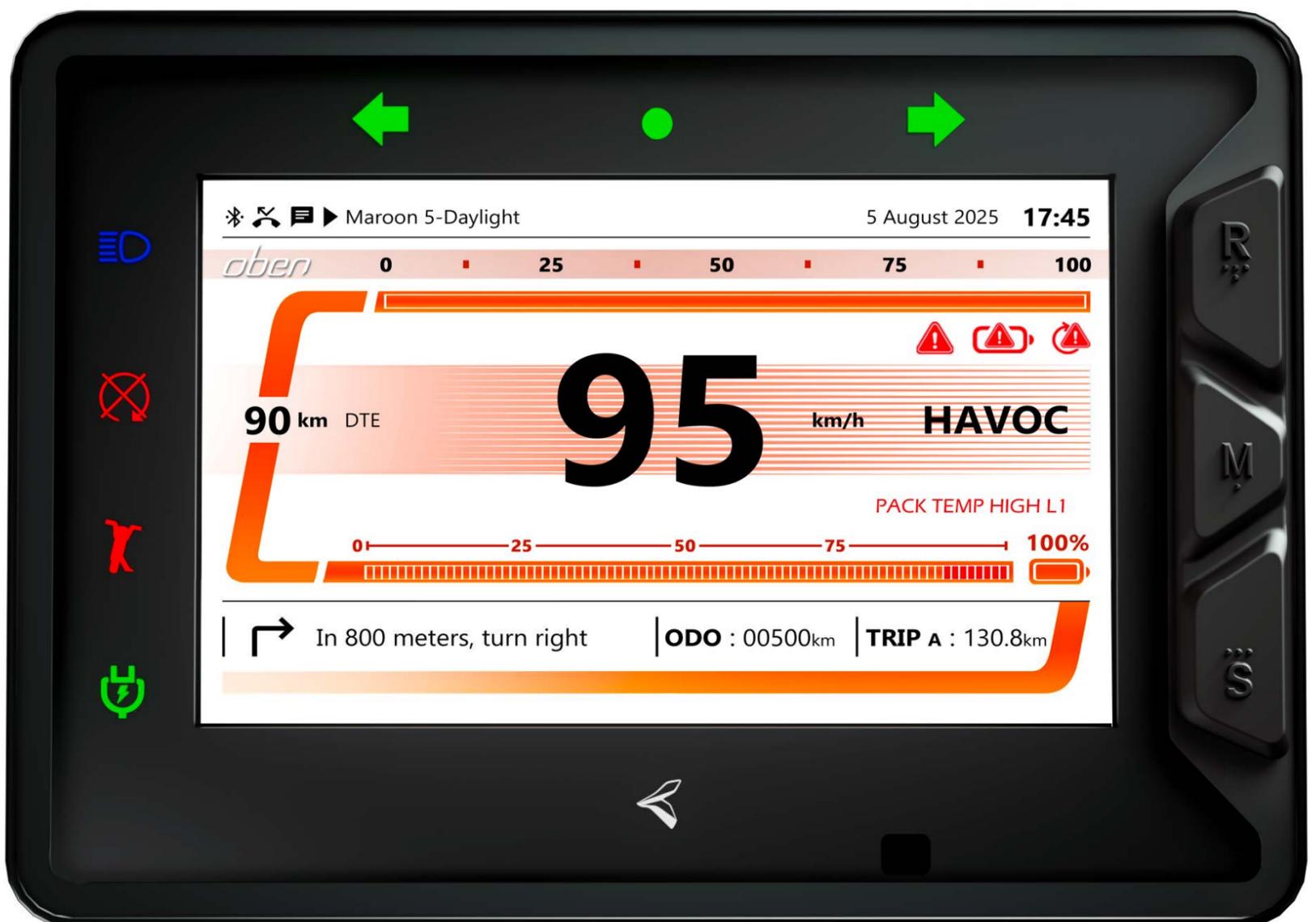
2

KNOW
YOUR
INSTRUMENT
CLUSTER

Front View

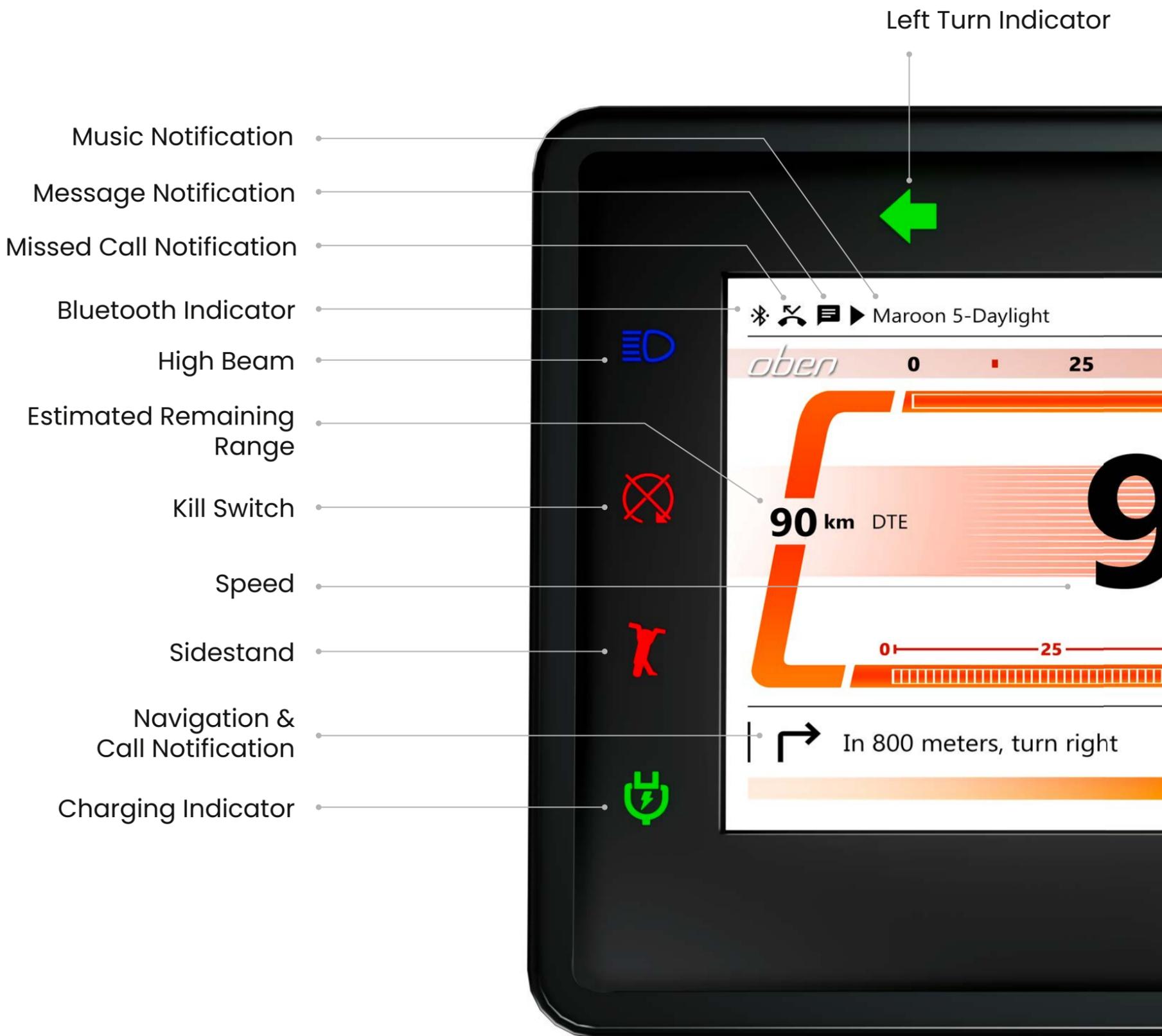
- 5" Colour TFT Display

Everything you need, Turn-by-turn directions, calls, music & text alerts, on one sharp display.



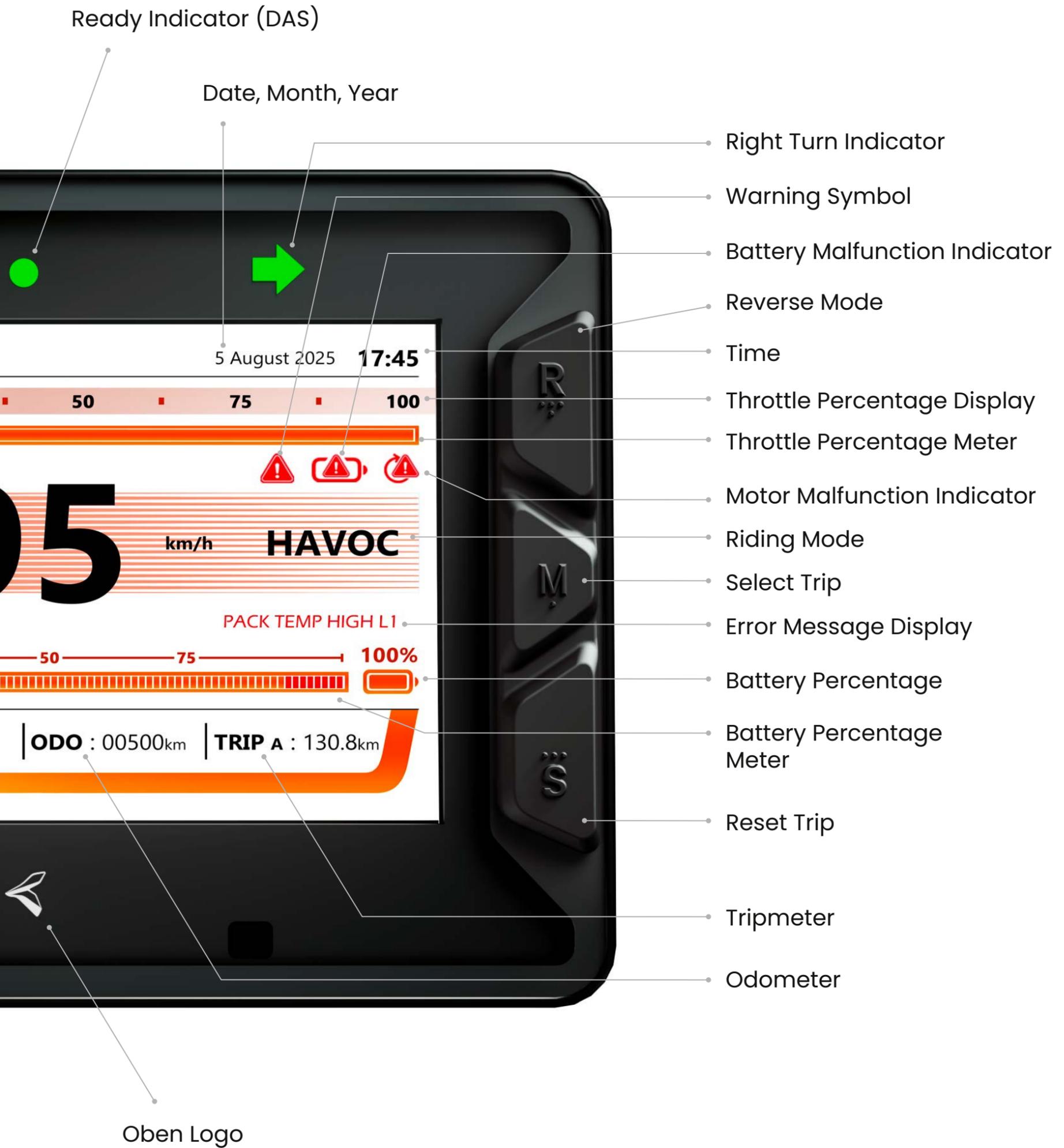
Disclaimer: The above image is before riding

Front View: Left Side



Disclaimer: The above image is before riding

Front View: Right Side



Disclaimer: The above image is before riding

3

BEFORE
YOU
RORR

Take a Glance at

- Tyre pressure and condition
- Drive belt (No slacking)
- Battery State-of-charge (SOC)
- Peripherals: Horn, Headlights, Indicators and Tail-lights
- Rear view Mirrors position
- Smooth functioning of the handlebar (Twist and turn to check if it is normal)
- 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

- **Driver Alert System (DAS)**

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. Be gentle on the accelerator and **do not accelerate while braking, as it may cause irreversible damage to the motor.**

- **Bike Usage**

Rorr EZ SIGMA is exclusively designed for commuting in the city. This vehicle or its parts should not be modified in any circumstances.

- **Reverse Mode**

Be gentle with throttle in Reverse Mode. Sudden throttling may result in loss of control.

How To Start Your Bike

Insert the key in the keyhole, push it a little and turn the key clockwise to unlock the bike (Image 1). Once the handlebar is unlocked, turn the key further clockwise to switch on the bike. Bike's instrument cluster will showcase current time, odometer, battery charging status, and available range (Image 2).

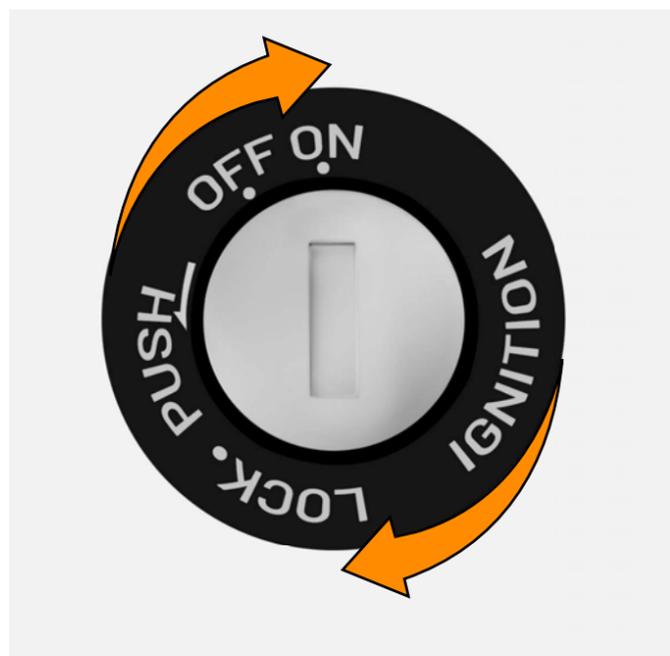


image 1

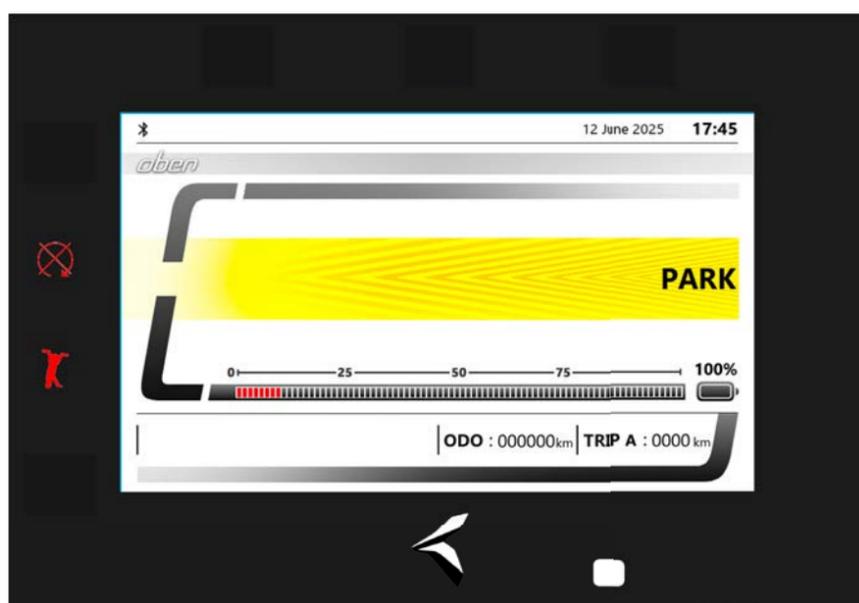


image 2

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

REMOVE THE SIDE STAND

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



image 1

- The side stand symbol will disappear from the instrument cluster once the stand is retracted (Ref. Image 2).

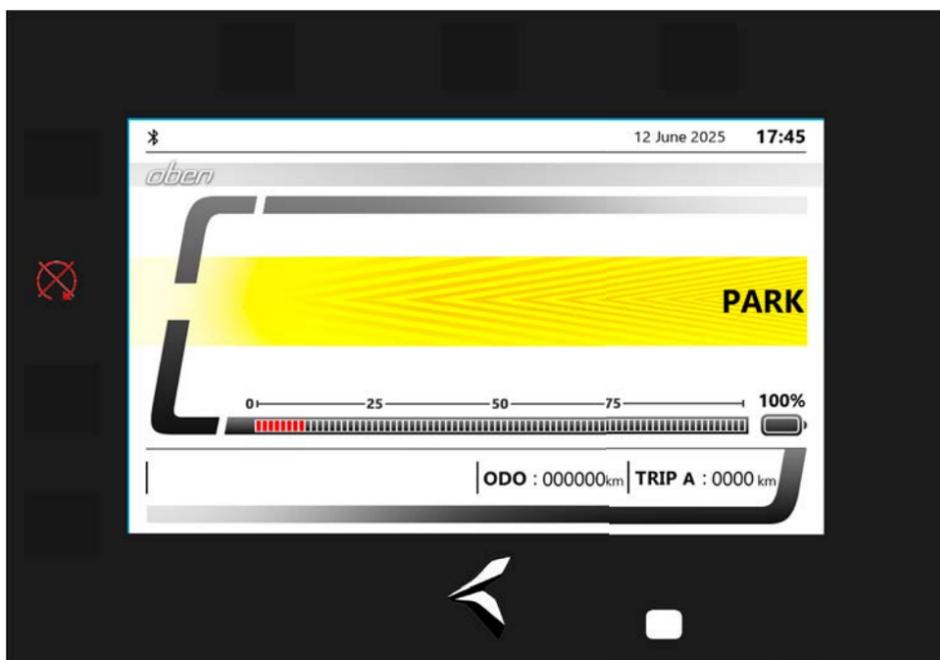


image 2

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).

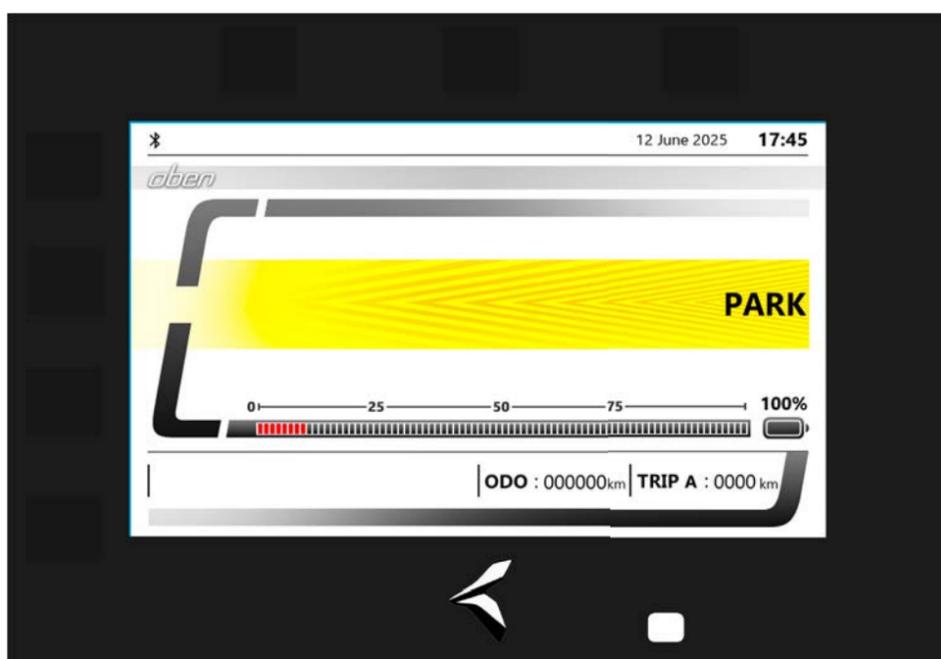


image 2

How to activate the motor?

- To activate the motor, take hand off the throttle completely. Press the MODE switch and any of the brakes simultaneously (Ref. Image 1). Release both together to switch ON the motor.

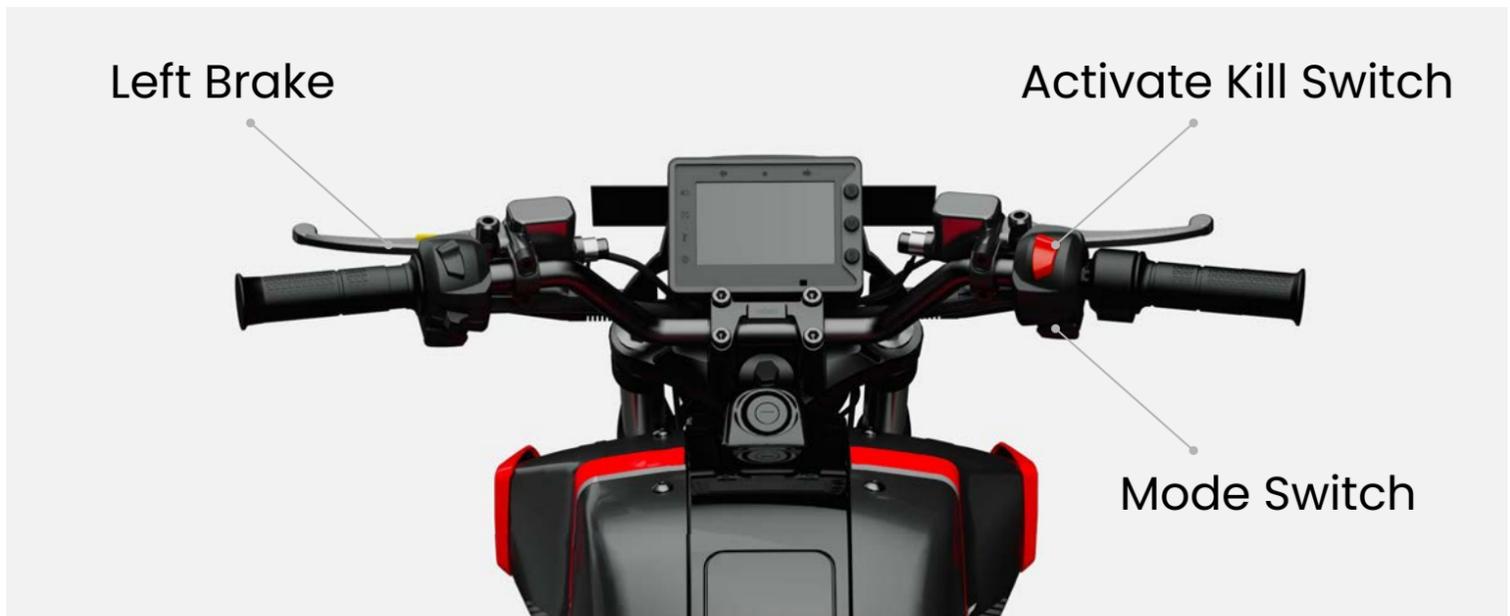


image 1

How to choose riding modes?

- 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.

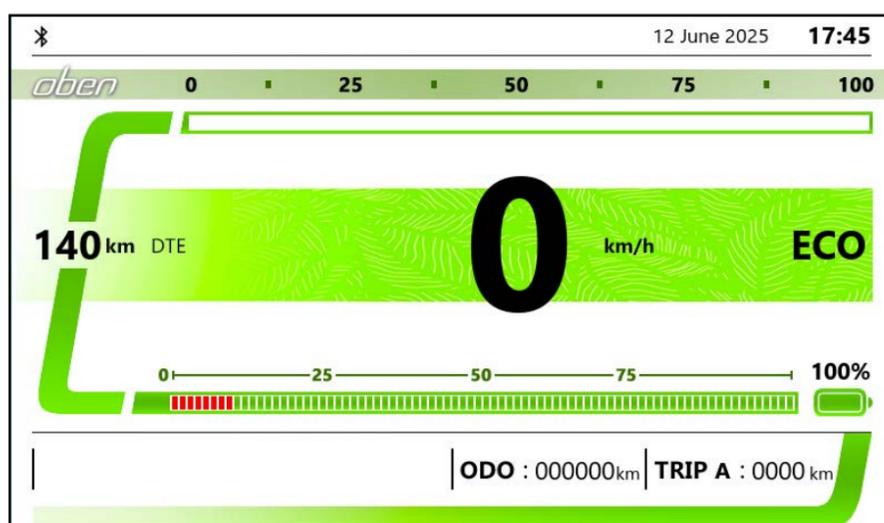


image 2

How To Park Your Bike

How to switch OFF your bike?

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 the LOCK position and remove the key.

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. Less exposure to heat improves battery life and screen health.

Sleep Mode Activation: Rorr EZ SIGMA will go to sleep mode if parked for 16 hours or more in idling condition. If the vehicle is in sleep mode, it can be reactivated by connecting the charger or by switching ON the ignition and pressing the horn twice.

How to use Reverse mode?

- To activate Reverse Mode Press the LH brake and Reverse Button together then release the brake.
- Once Reverse Mode is activated the instrument cluster will display as shown in Image 2.
- To Deactivate reverse mode turn off Kill switch.

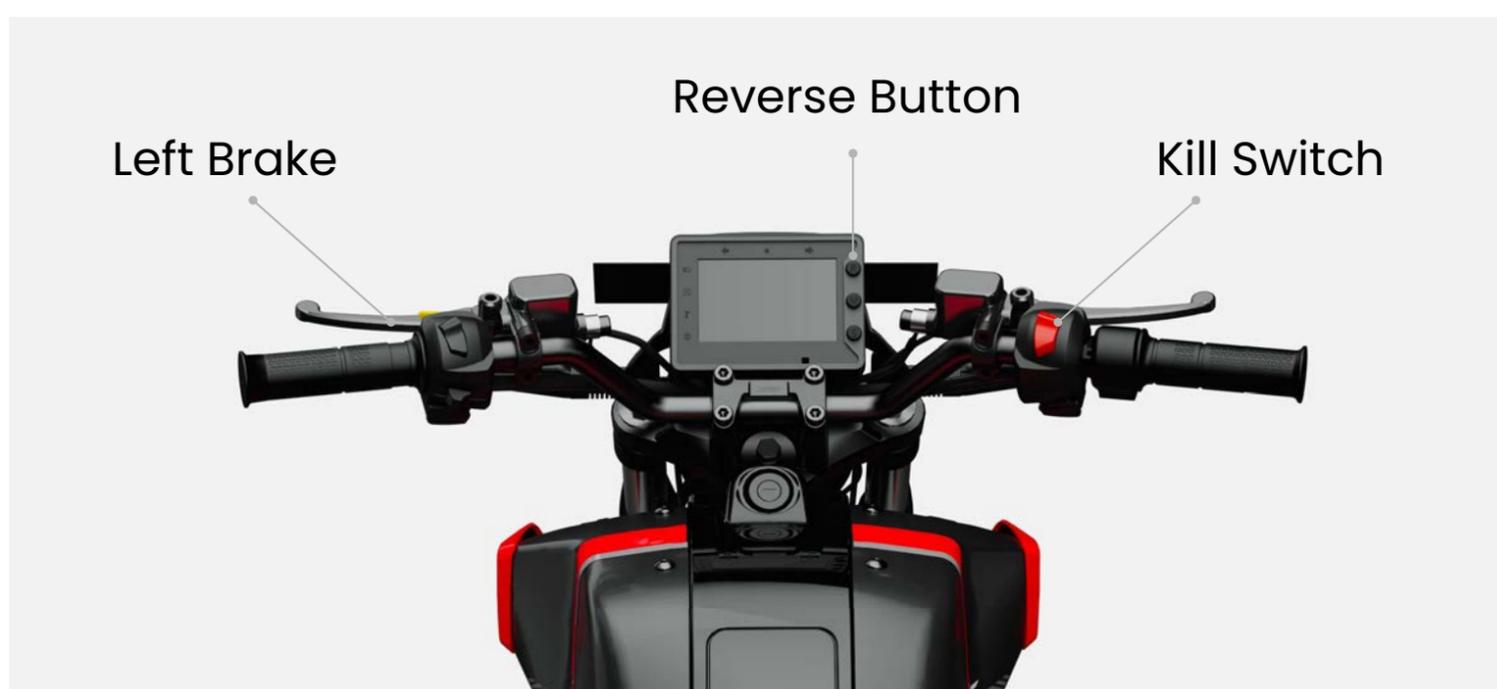


image 1

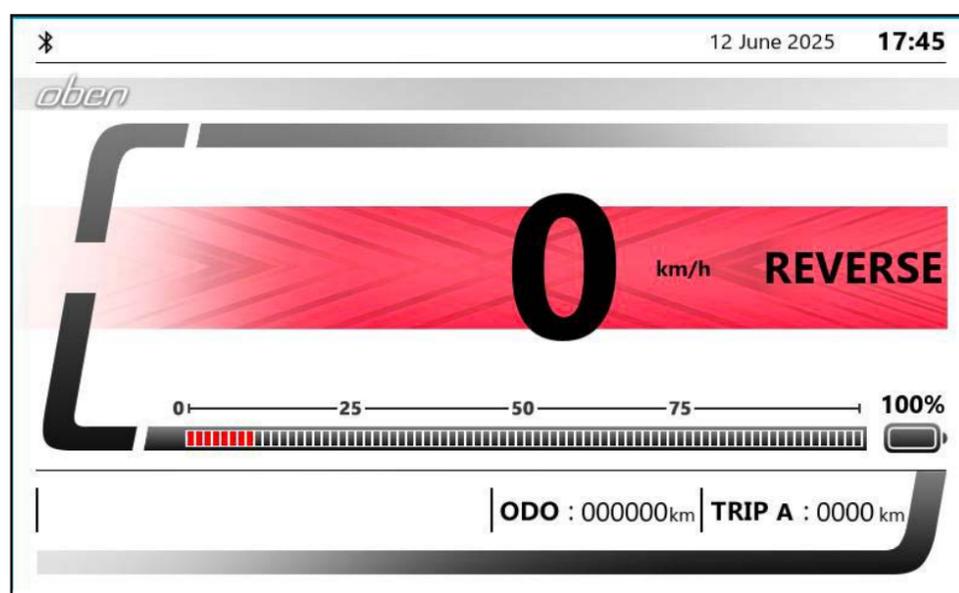


image 2

1. Safety Precautions

- Always ensure the path behind the vehicle is clear before engaging reverse mode.
- Do not use reverse mode on steep slopes or uneven surfaces.
- Avoid reversing in crowded or high-traffic areas.

2. Recommended Usage Scenarios

- Use reverse mode only for parking adjustments or tight maneuvering.
- Ideal for backing out from garages, parking slots, or narrow lanes.

3. Battery & Performance Notes

- Reverse mode consumes minimal battery but avoid prolonged use.
- Vehicle may not perform reverse if the battery is at critically low charge.

4. Troubleshooting

If reverse mode does not activate, check:

- Kill switch position.
- Brake lever is fully pressed while pressing reverse button.
- Battery charge status.

5. Visual Cue Explanation

- Reverse mode indicator (highlighted in red on the HMI) ensures rider confirmation.
- Speed is limited to 3 km/h for safety.

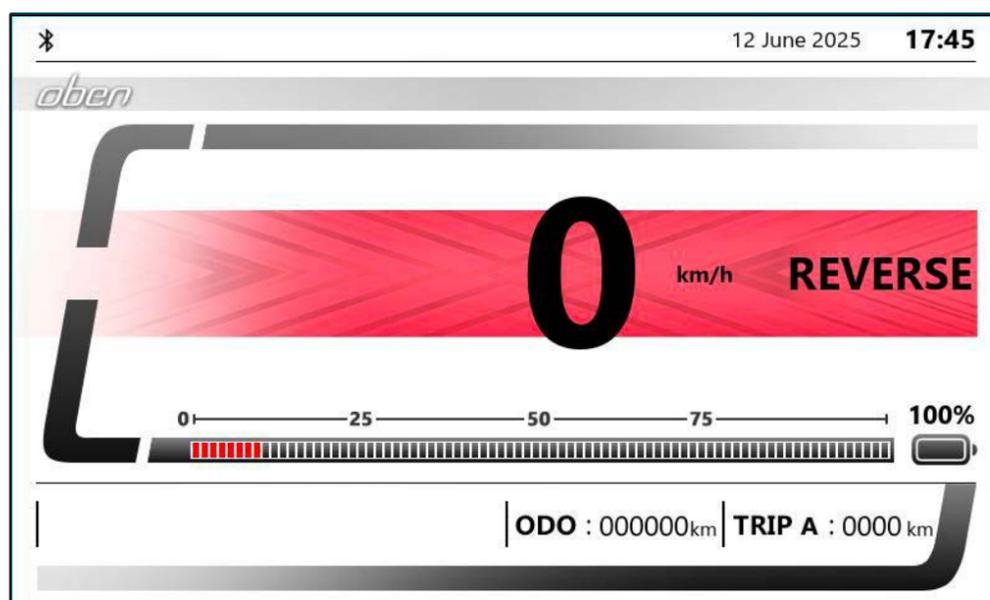


image 2

Vehicle Malfunction

The vehicle has an alert system for any vehicular level malfunction.

LEVEL 1 – ERROR

The vehicle will be shifted to Force-ECO in 15 Seconds, then shifted to park in 15 seconds. And won't let the rider drive until the error clears and safe mode is reset.

List of malfunctions & codes for reference:

PACK TEMP HIGH L1
PACK OVERVOLTAGE L1
PACK UNDERVOLTAGE L1
HIGH DISCHARGE CURRENT L1
CELL OVERVOLTAGE L1
CELL UNDERVOLTAGE L1
INSULATION BREAKDOWN L1
TRD TEMP L1
TRD GAS L1

LEVEL 2 – ERROR

The vehicle will be shifted to Force-ECO in 15 Seconds. The vehicle can be ridden, but only in ECO mode.

List of malfunctions & codes for reference:

PACK TEMP HIGH L2
PACK TEMP LOW L2
CELL OVERVOLTAGE L2
CELL UNDERVOLTAGE L2
HIGH DISCHARGE CURRENT L2
BALANCING ERROR
TEMP IMBALANCE

Simultaneously, a malfunction code will appear as shown in Image 1.

In this situation, customer should contact customer support / nearest service center.

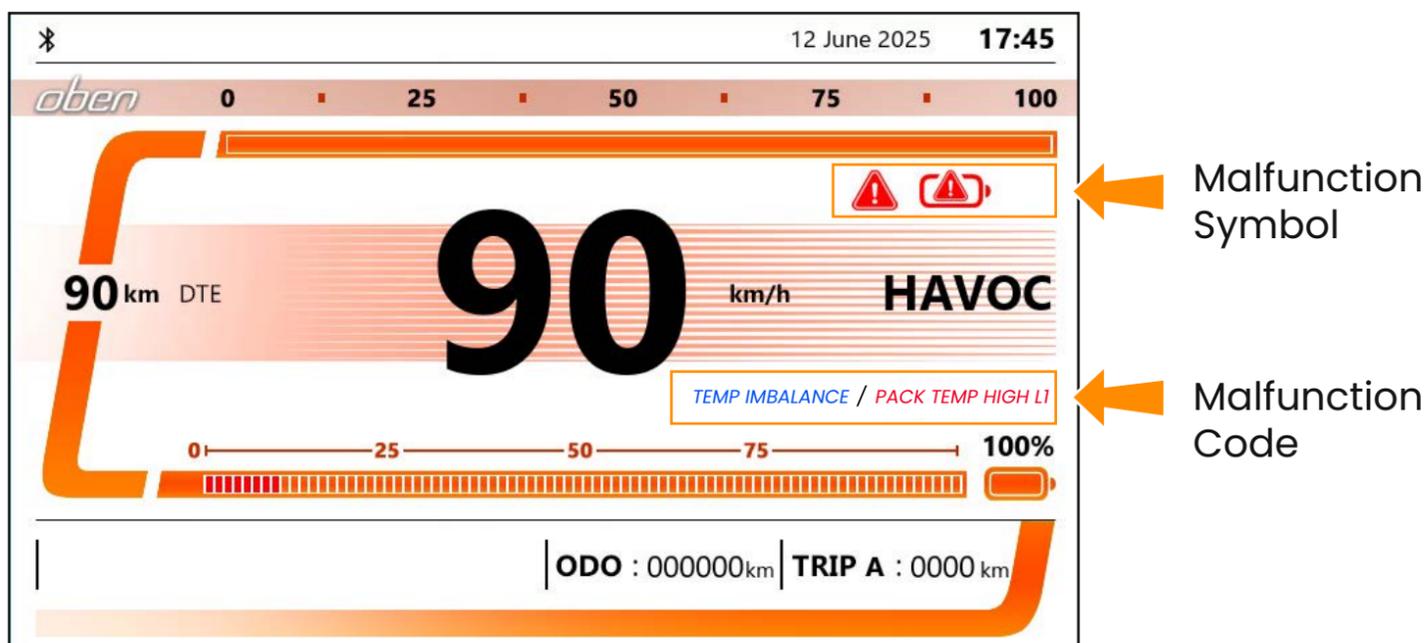


image 1

4

HOW TO MAXIMISE YOUR RANGE

How to Maximise your Range?

- Always maintain the recommended tyre pressure in the vehicle
- Use ECO mode to get maximum battery utilisation
- 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

Disclaimer: 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 SIGMA.

Understanding Range in Electric Motorcycles

- An EV's driving range on a single charge depends on many factors, from weather and terrain to load and individual riding style.
- The Oben Rorr EZ SIGMA offers an ARAI-certified range of 175 km in Eco Mode under standard test conditions (IDC protocol). However, real-world range may vary due to:
 - Environmental conditions – temperature, humidity
 - Road conditions – terrain, elevation
 - Payload – passenger/cargo weight
 - Riding habits – speed, acceleration, braking
- New vehicles may show range fluctuations during the first 5 charge/discharge cycles as systems adapt to riding patterns. To minimise inconvenience, start with shorter rides and charge daily till cut-off during this phase.
- Smart riding practices and awareness of these factors can help you optimise range and overall efficiency.

Note: The LFP battery is fully charged only when (a) the charger fan turns off automatically and (b) the SOC shows 100%. Ensure both for maximum range.

- The Oben Rorr EZ SIGMA'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 SIGMA 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 the 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 SIGMA owners. By knowing these factors and exercising smart riding practices, owners can optimize their EV experience and maximize the vehicle's efficiency and range.

Important: 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.

Extended Parking Guide

Your Oben Rorr EZ SIGMA's battery naturally self-discharges by about 2% every 24 hours, even when not in use. If you'll be away for over 7 days, follow these steps to keep your vehicle in top condition:

- **Park Smart:** Choose a flat, dry, and sheltered area to prevent strain and ensure stability.
- **Protect It:** Use a cover to shield the bike from sun, rain, and dust
- **Check Tyres:** Inflate to the recommended pressure before leaving.
- **Charge Fully:** Charge the battery to 100% SOC until the charger cuts off.
- **Maintain SOC:** Keep the charge above 50% to avoid deep discharge and battery damage.

When you return, recharge to 100% and recheck tyre pressure before riding.

Your vehicle enters Sleep Mode after 16 hours of inactivity to slow self-discharge. To wake it, simply connect the charger or move the bike with ignition ON.

Important: If unused for 3+ months, the battery may fail, and the warranty could be void. Follow these steps to preserve battery health and warranty coverage.

5

CHARGING
YOUR
RORR
EZ SIGMA

Charging Process

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 SIGMA, 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 SIGMA 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.

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.

How to Charge Your Bike?

- Open the tank flap with your key.
- Under the flap, you will find two ports: the left side is for charging, and the right side is for USB.
- 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.
- Now, turn ON the power supply, and the vehicle will start charging.
- Then, lock the tank flap to secure it from children and others while charging the vehicle



Charging Port



USB Port

Note: Your Oben Rorr EZ SIGMA cannot be started while the charger is plugged in.

Know Your LED Indicators

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

Charging Status indicators

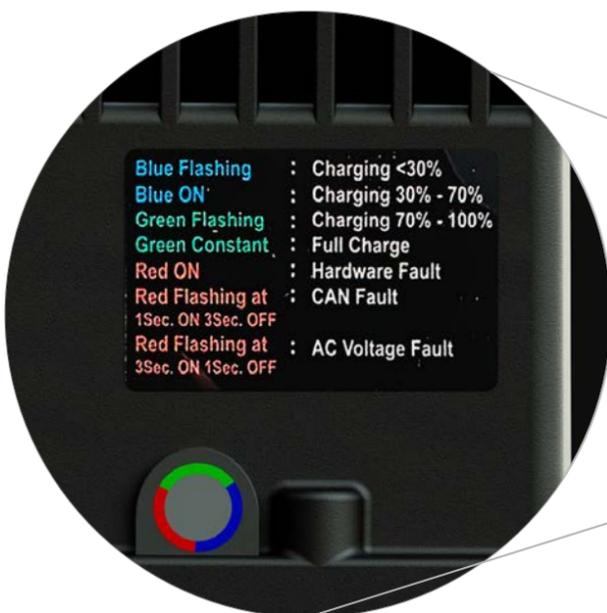
-  Blue Flashing : Charging <30%
-  Blue ON : Charging 30% - 70%
-  Green Flashing : Charging 70% - 100%
-  Green Constant : Full Charge

You'll see the same sequence on the Charger

AC Voltage Fault Detect: Red LED will blink for 3sec ON & 1sec OFF

Hardware Fault Detect: Red LED will stay On constantly

CAN Fault Detect: Red LED will blink for 1 sec ON & 3 sec OFF



How to Maintain Your Battery & Charger?

Do's

- **Charge Regularly:** Boost your Oben Rorr EZ SIGMA's performance by charging its battery daily.
- **Ensure Ventilation:** Always charge in a well-ventilated space to maintain safety and battery health.
- **Switch Off Ignition:** Turn off the ignition before charging your vehicle.
- **Use the Original Charger:** Only use the provided charger. Using other chargers may void the warranty, damage internal components, and pose safety risks.
- **Charge When Idle:** If not in use, charge the battery once a week to keep it in good condition.
- **Handle With Care:** Avoid using damaged power cords, plugs, or charger cases to prevent electric shock, short circuits, or fire hazards.

Dont's

- **Do Not Open the Charger:** Never attempt to open the charger. Doing so can void the warranty, damage internal components, and pose serious safety risks.
- **Keep Away from Children & Pets:** Store and use the charger out of reach of kids and animals.

- **Avoid Harsh Conditions:** Do not expose the charger to direct sunlight, water, or excessive dust.
- **Follow the Correct Charging Sequence:** Always plug in and unplug in the proper order to prevent damage.
- **Do Not Open Sealed Batteries:** Never attempt to open the sealed batteries. This will void the warranty and can lead to component damage and safety hazards.

Charger Usage Guidelines

- **Check Connections:** Ensure the charger plug is secure at both ends. Inspect the wall socket for any signs of sparking, earthing, or overheating before use.
- **Charging Procedure:** To charge your Oben Rorr EZ SIGMA, first insert the charger cable into the vehicle's charging port, then plug the charger into the wall socket and turn ON the power switch.
- **Unplugging Procedure:** When charging is complete, turn OFF the power switch first, then remove the charger cable from the vehicle port and finally unplug the charger from the wall socket.

Disclaimer: Following these steps will help keep your bike's battery and charger in optimal condition, ensuring safe and reliable performance.

6

CARING
FOR YOUR
RORR
EZ SIGMA

Bike Maintenance Tips

- **Clean Regularly:**

Wash your motorcycle often to ensure smooth performance and prevent early wear. During the rainy season, clean the belt and brakes after every ride.

- **Check Tyre Pressure:**

Maintain recommended tyre pressure before each ride for better performance and safety.

- **Avoid Aftermarket Accessories:**

Do not install unauthorized accessories they may damage parts, cause accidents, and void the warranty.

- **Avoid Overloading:**

Excess weight reduces range and strains moving parts like the motor, belt, and brakes.

- **Schedule Periodic Maintenance:**

Visit an authorised dealer workshop at recommended intervals to prevent breakdowns and ensure a smooth ride.

- **Wash With Care:**

Avoid high-pressure jets and keep pressure below 10 bars. Don't spray water on the instrument cluster, tank flap, motor wiring side, or battery front.

In Case of Accident

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 in, 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 a 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 Maintenance

- 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 & Maintenance Schedule

Sr. no.	No.of Periodic Service**	Kms or Months (from date of sale)	Type of Service
1	1st Periodic Service	5000kms / 6 Month (whichever is earlier)	Paid Service
2	2nd Periodic Service	10000kms / 12 Month (whichever is earlier)	Paid Service
3	3rd Periodic Service	15000kms / 18 Month (whichever is earlier)	Paid Service
4	Recurring Periodic Service	Every 5,000 Kms / 6 Months after 3rd 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- 08044318999	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: care@obenelectric.com	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.*

7

WARRANTY POLICY

Warranty Policy

Oben Electric Vehicles Private Limited warrants that each new Oben Rorr EZ Sigma 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 SIGMA, 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:

- **Battery Warranty**

36 months or 40,000 kms, whichever is earlier, warranty on the battery from the date of invoice of the Oben Rorr EZ SIGMA

- **Motor Warranty**

36 months or 40,000 kms, whichever is earlier, warranty on the motor and controller from the date of invoice of the Oben Rorr EZ SIGMA

- **Vehicle Warranty**

36 months or 40,000 kms, whichever is earlier, warranty on the vehicle from the date of invoice of the Oben Rorr EZ SIGMA

Warranty Exclusions

- Any natural wear-and-tear and aging of parts of Oben Rorr EZ SIGMA
- 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 fasteners
- 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 and instrument cluster is limited to 12 months from the date of invoice of your Oben Rorr EZ SIGMA
- 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, rat biting, 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 a clean title 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 for 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 centers only
- All warranties shall be void if timely installation of any software update is not completed within the stipulated time-lines. 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

8

ROAD
SIDE
ASSISTANCE
(RSA)

RSA Inclusions

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

- **Towing Support:** If your Oben Rorr EZ SIGMA 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 SIGMA 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 SIGMA 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 SIGMA 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 SIGMA.
- **Legal Support:** If your Oben Rorr EZ SIGMA is stolen, contact the service provider between 8 am and 8 pm for guidance on the next steps. For additional assistance, email hello@o-benelectric.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.

9

OBEN APPLICATION

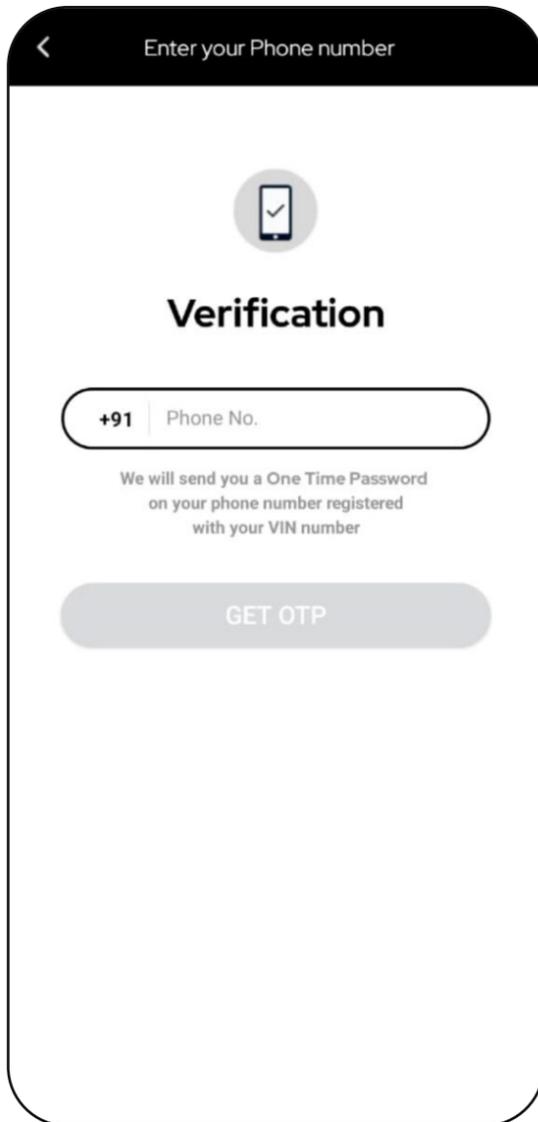
How To Register?

Register on Oben Electric application in 3 easy steps.



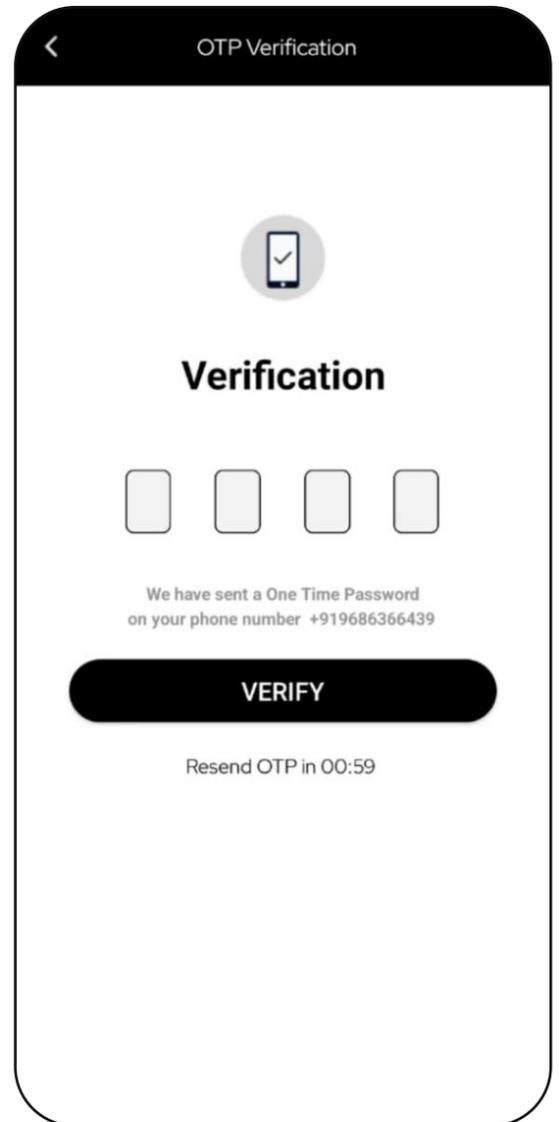
Step 1

Download the Oben App and click on login.



Step 2

Enter your registered mobile number.

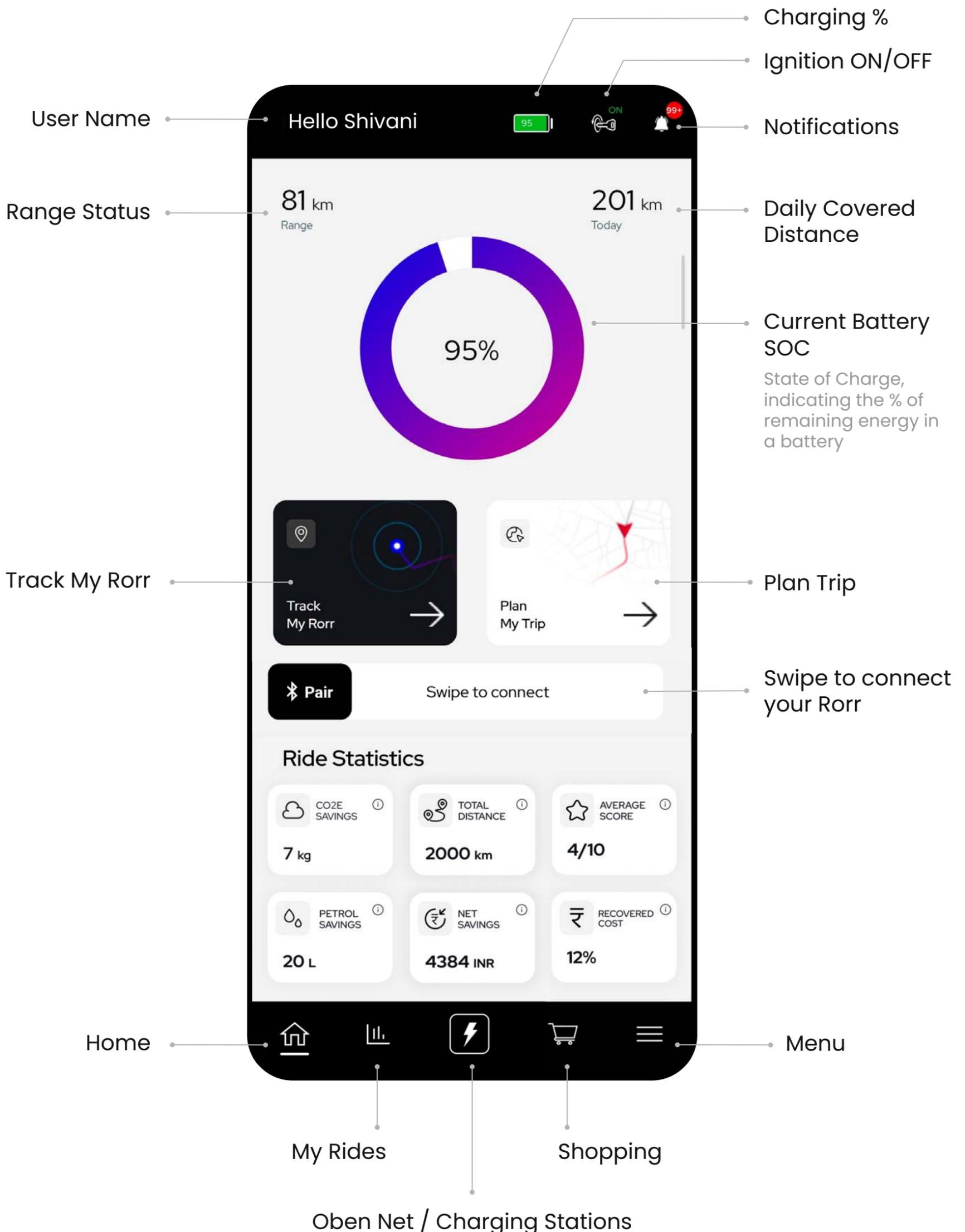


Step 3

Complete your verification with an OTP.

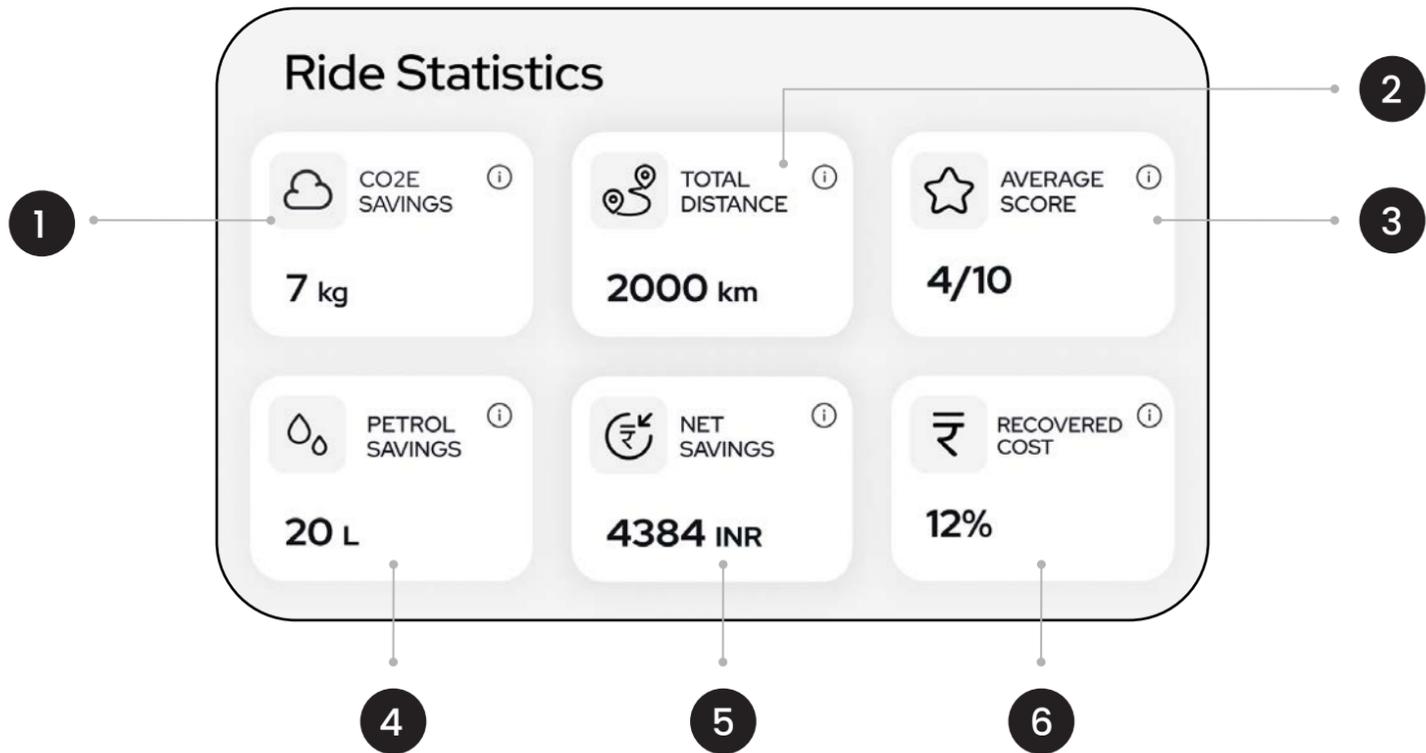
Home Page

After successfully logging into the app, the home screen appears.



RIDE STATISTICS

This provides an overview of the bike's riding status to date.



- 1 CO2 Savings:** Total amount of carbon emissions reduced by riding the electric vehicle.
- 2 Total Distance:** Total kilometres travelled by the bike.
- 3 Average Score:** Rating that reflects how smoothly and efficiently the bike is ridden.
- 4 Petrol Savings:** Total fuel cost saved to date.
- 5 Net Savings:** Difference between petrol cost and electricity cost.
- 6 Cost Recovered:** Total amount saved since switching to an electric vehicle.

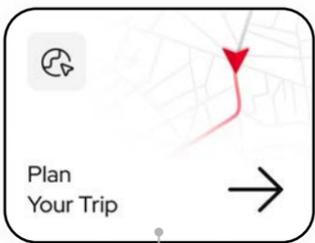


Plan Trip

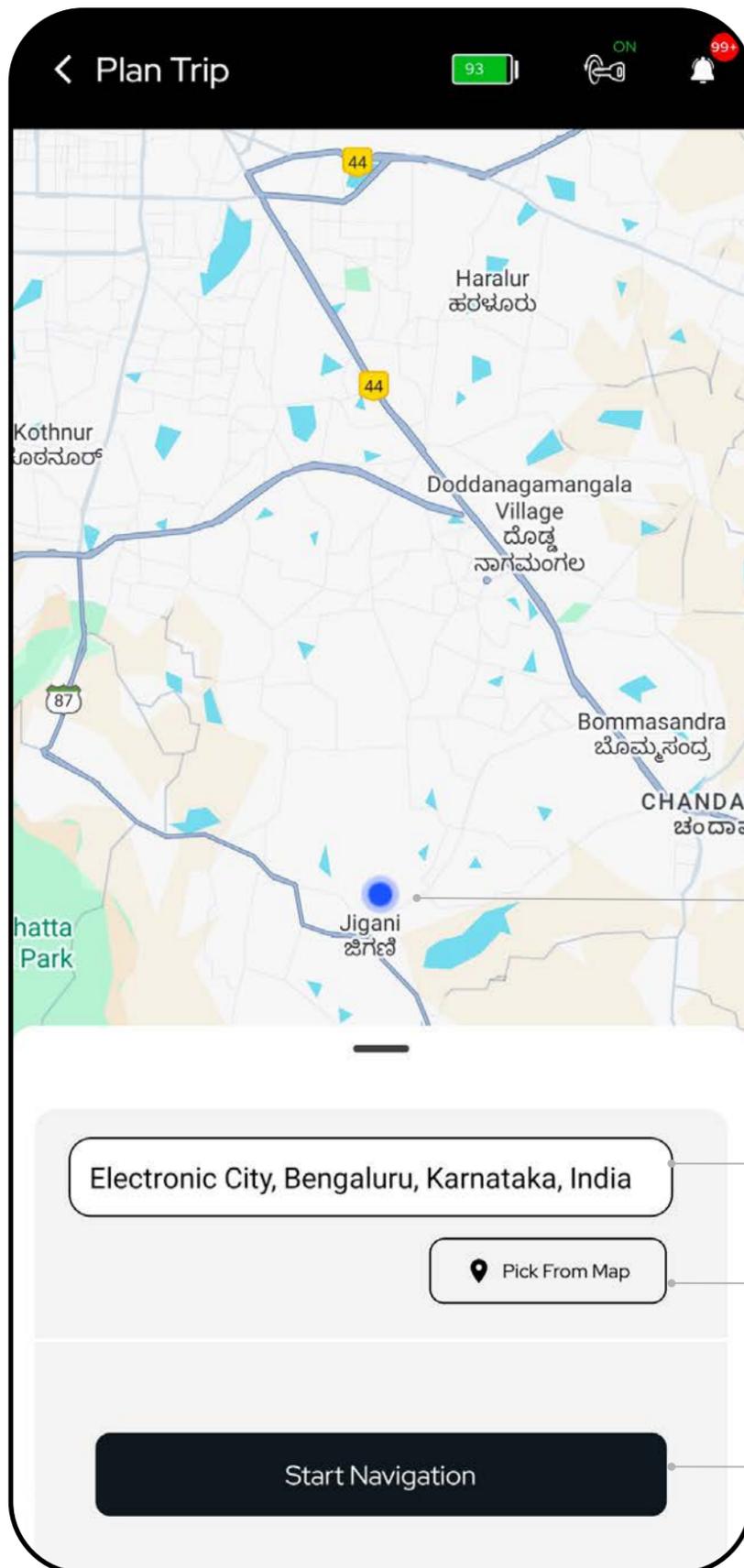
Navigate easily in 2 simple steps:

Step 1: Select the destination by typing the location or choosing it on the map.

Step 2: Tap Start Navigation.



Navigation Button on Homepage



Current Location

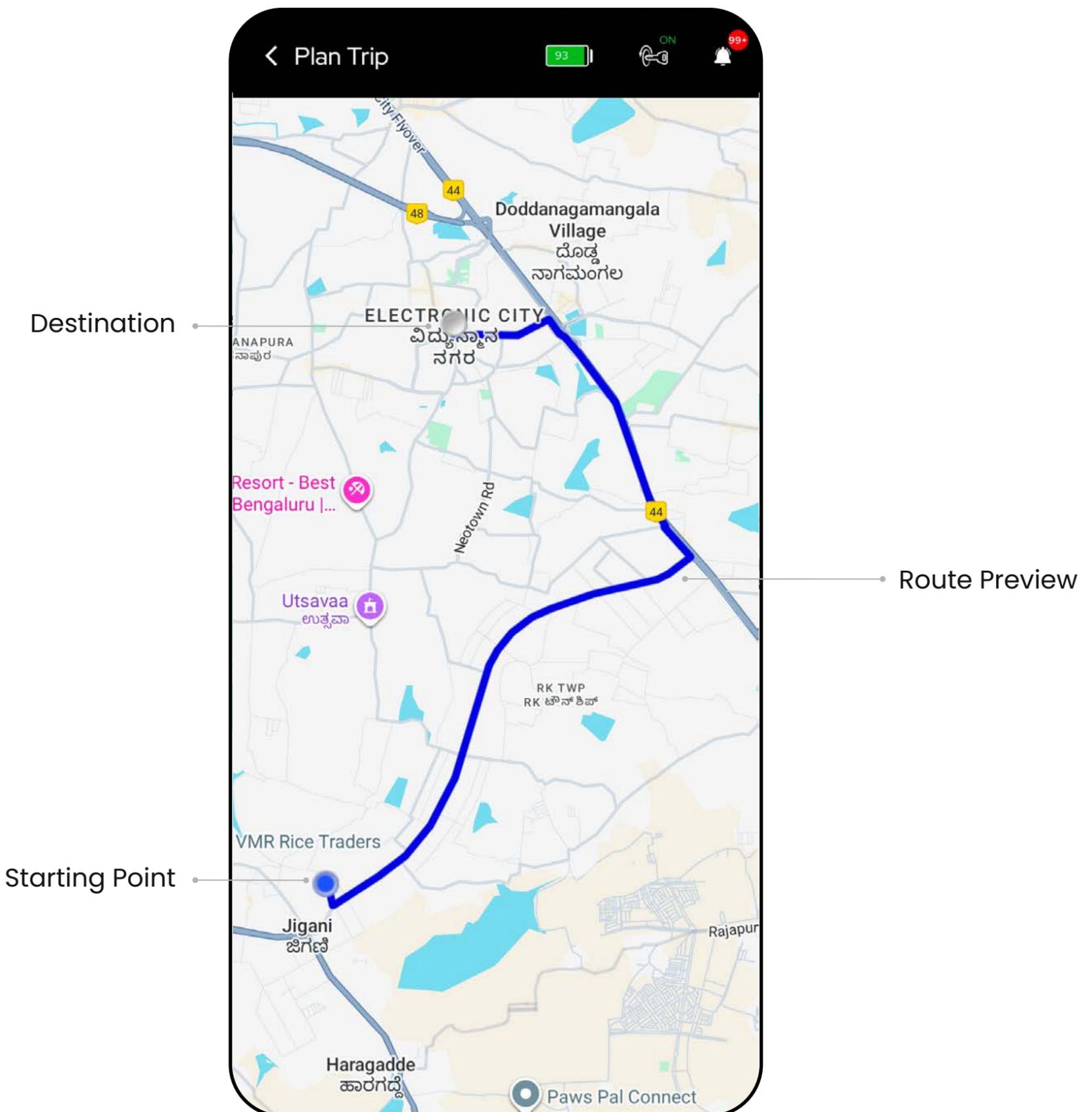
Choose Destination

Select on Map

Start Navigation

Plan Trip

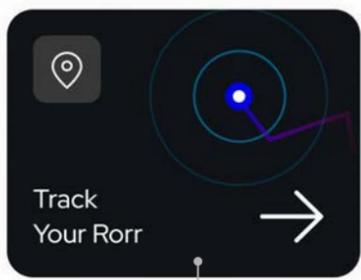
After tapping Start Navigation, the route appears on the mobile, and navigation instructions appear on the HMI screen.



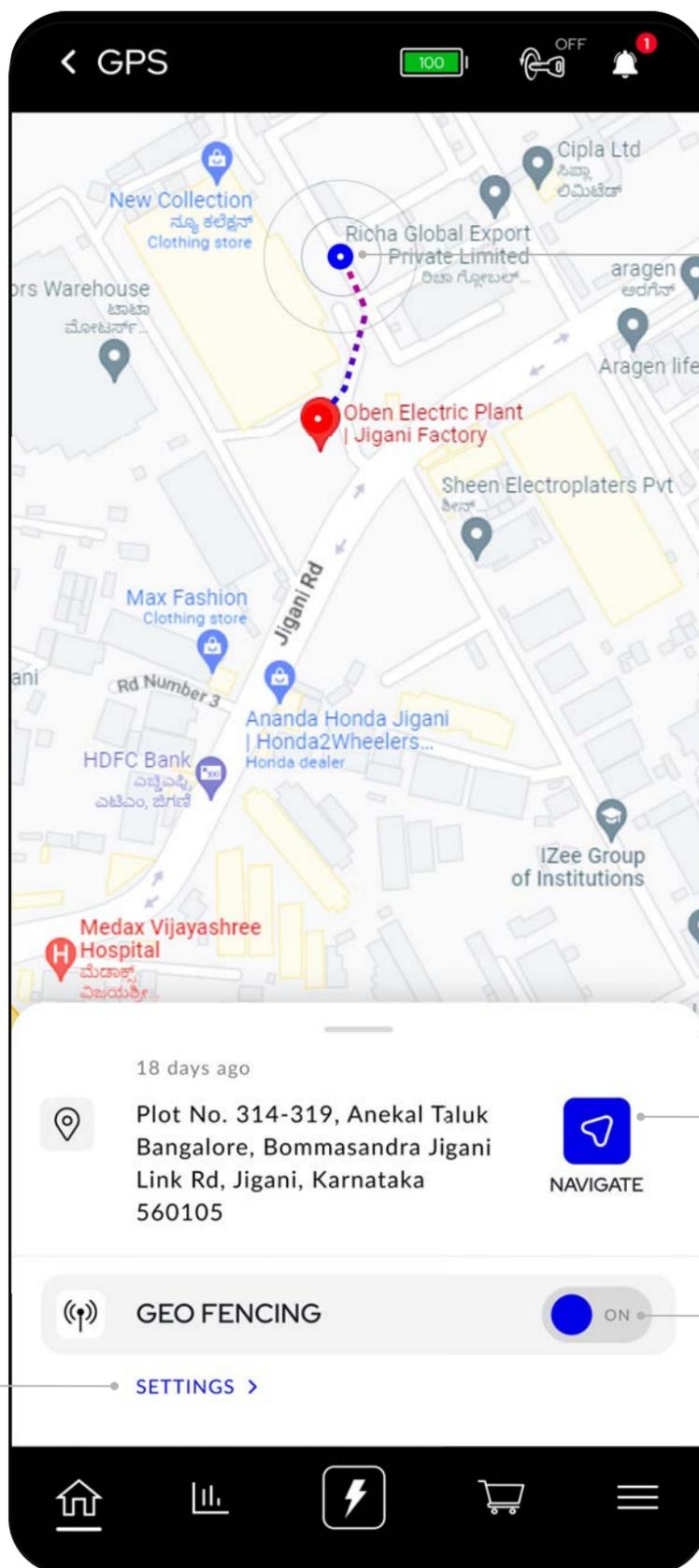
The image above is a representation of the live routing screen on mobile.

Track your Rorr

Always be informed of the bike's location and view it instantly on the map using the Find My Rorr feature.



Track your Rorr Button on Homepage



Current Location

Navigate to Bike

Geo-fence ON/OFF

Geo-fence Setting

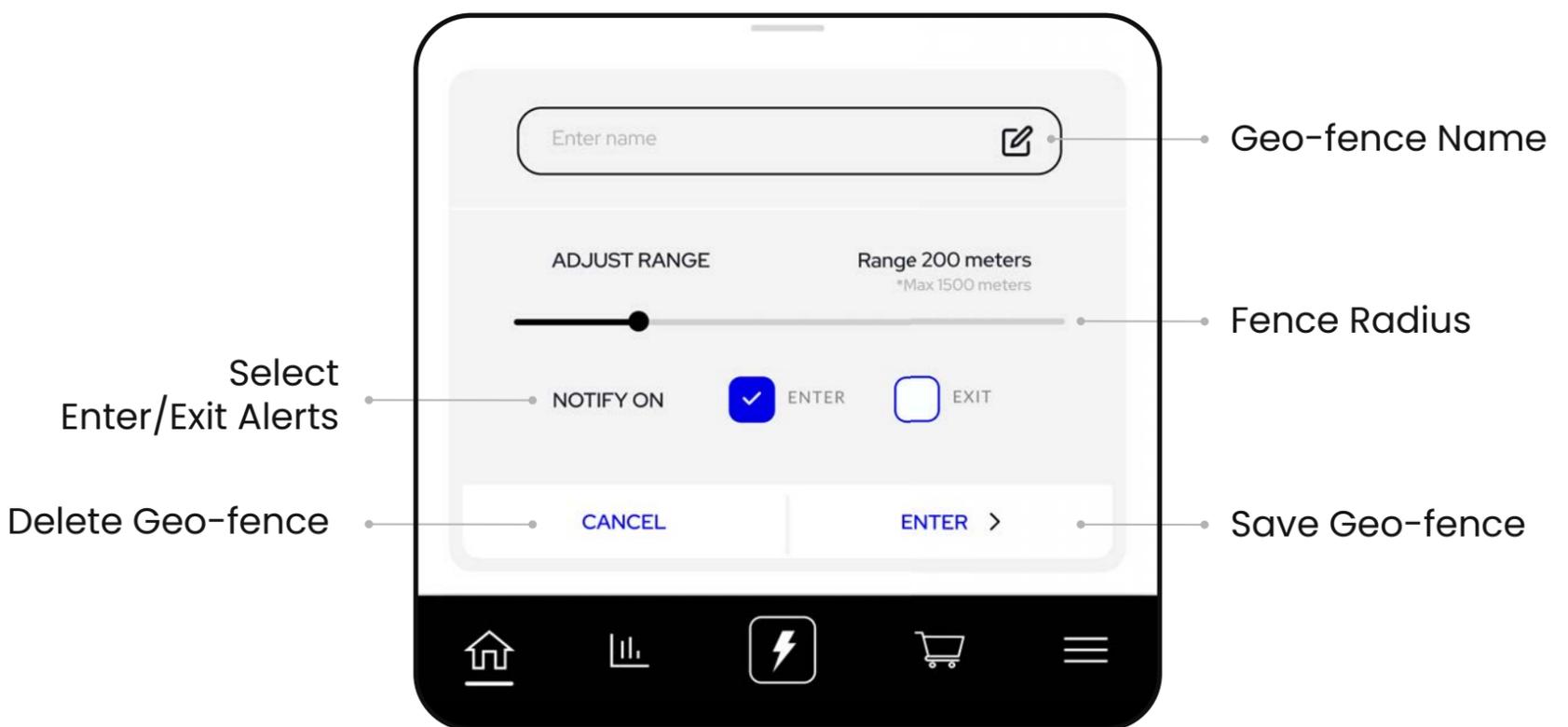
For first-time users, the Geo-fence feature is OFF by default. Swipe ON to activate. It will remain ON until swiped OFF.

How to Set a Geo-fence?

Swipe **ON** to activate Geo-fence.

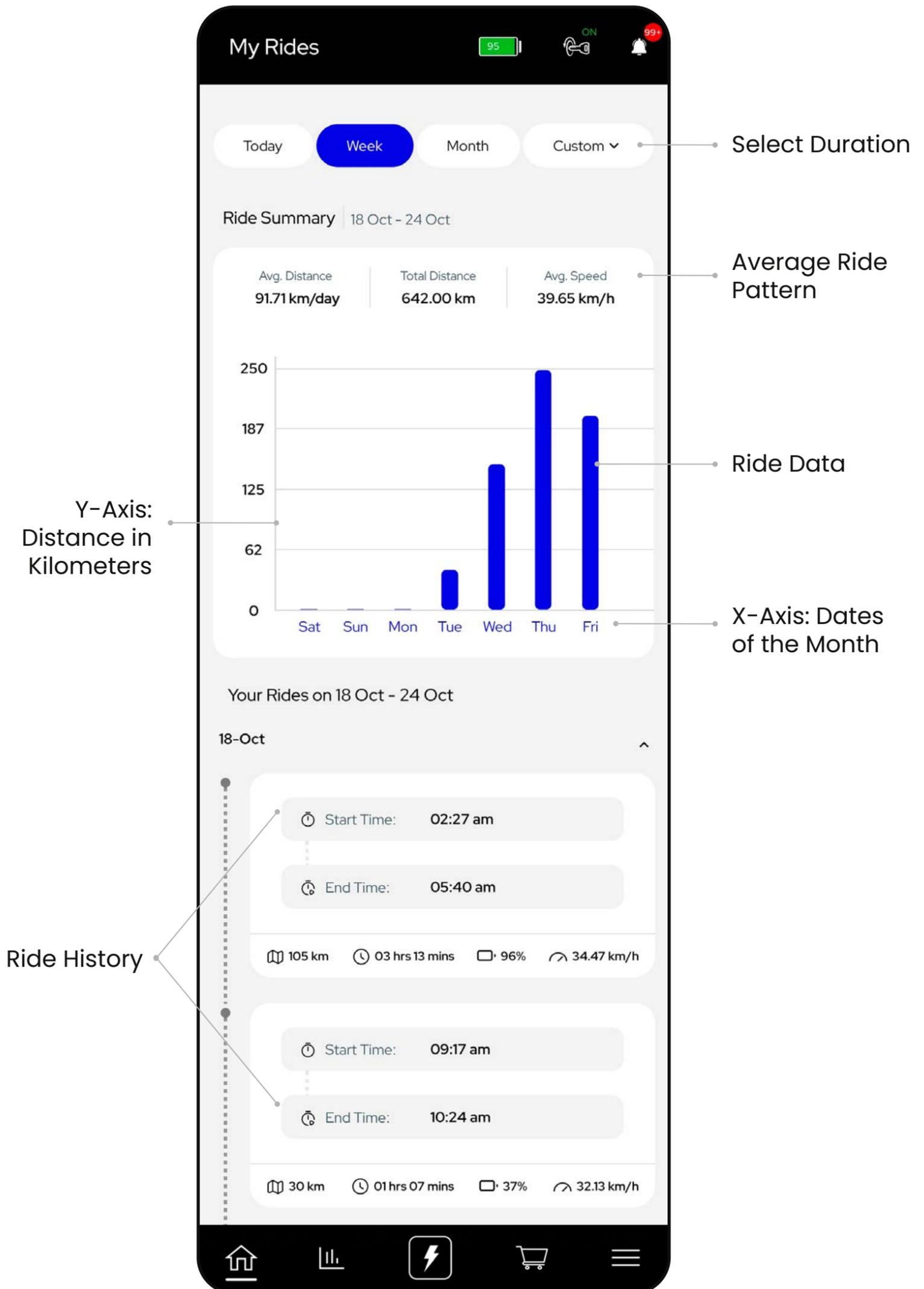
Create virtual boundary: Tap Settings to set a new virtual boundary for the bike by selecting a circular area on the map and defining the boundary radius. A maximum of two Geo-fence areas can be created.

Set up alerts: After creating the boundary, configure the alert settings. Notifications will be sent whenever the bike enters, exits, or both, the defined area.



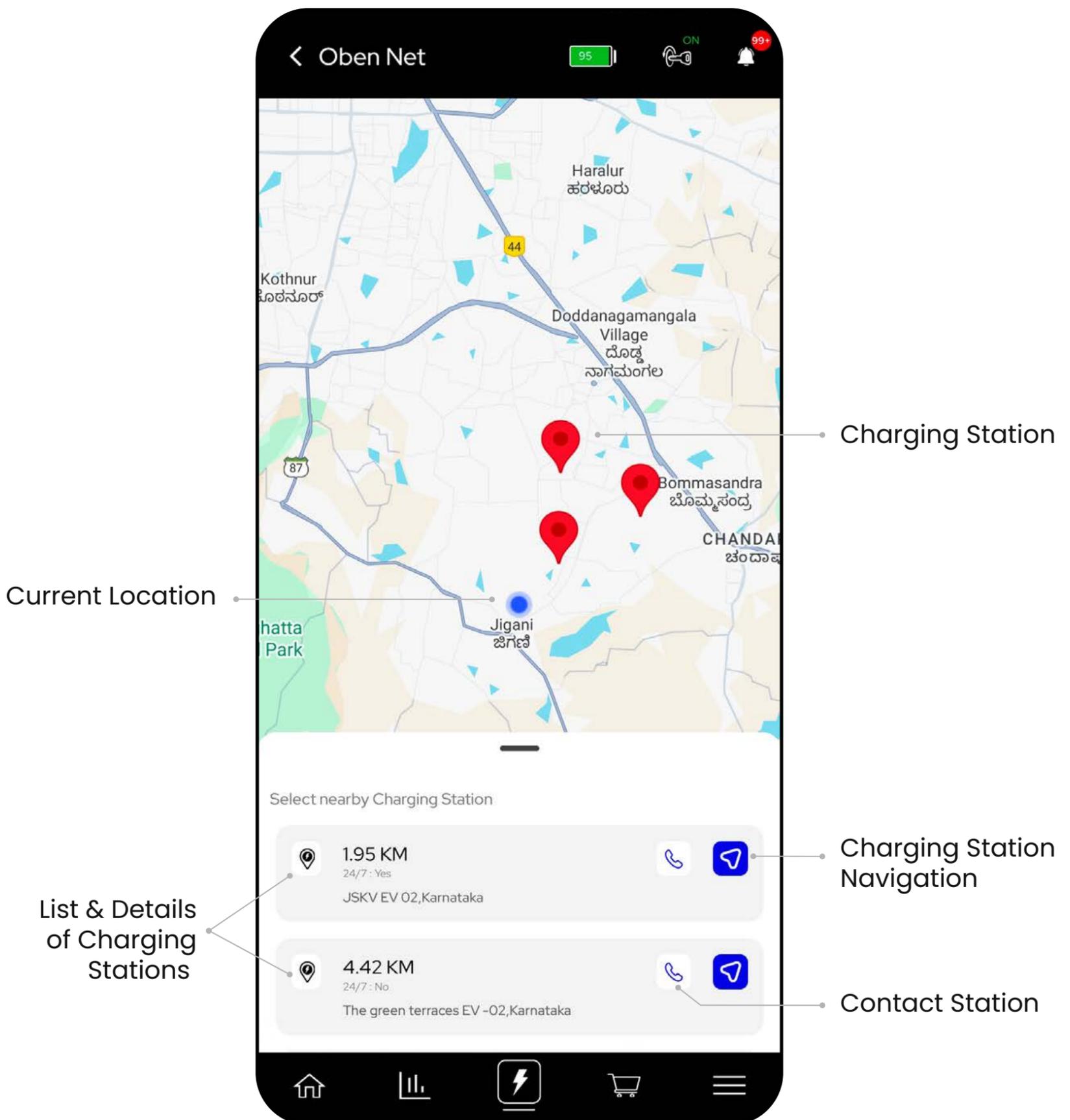
My Rides (Trips)

View complete ride history and analytics, including daily, weekly, and monthly statistics, along with riding patterns.



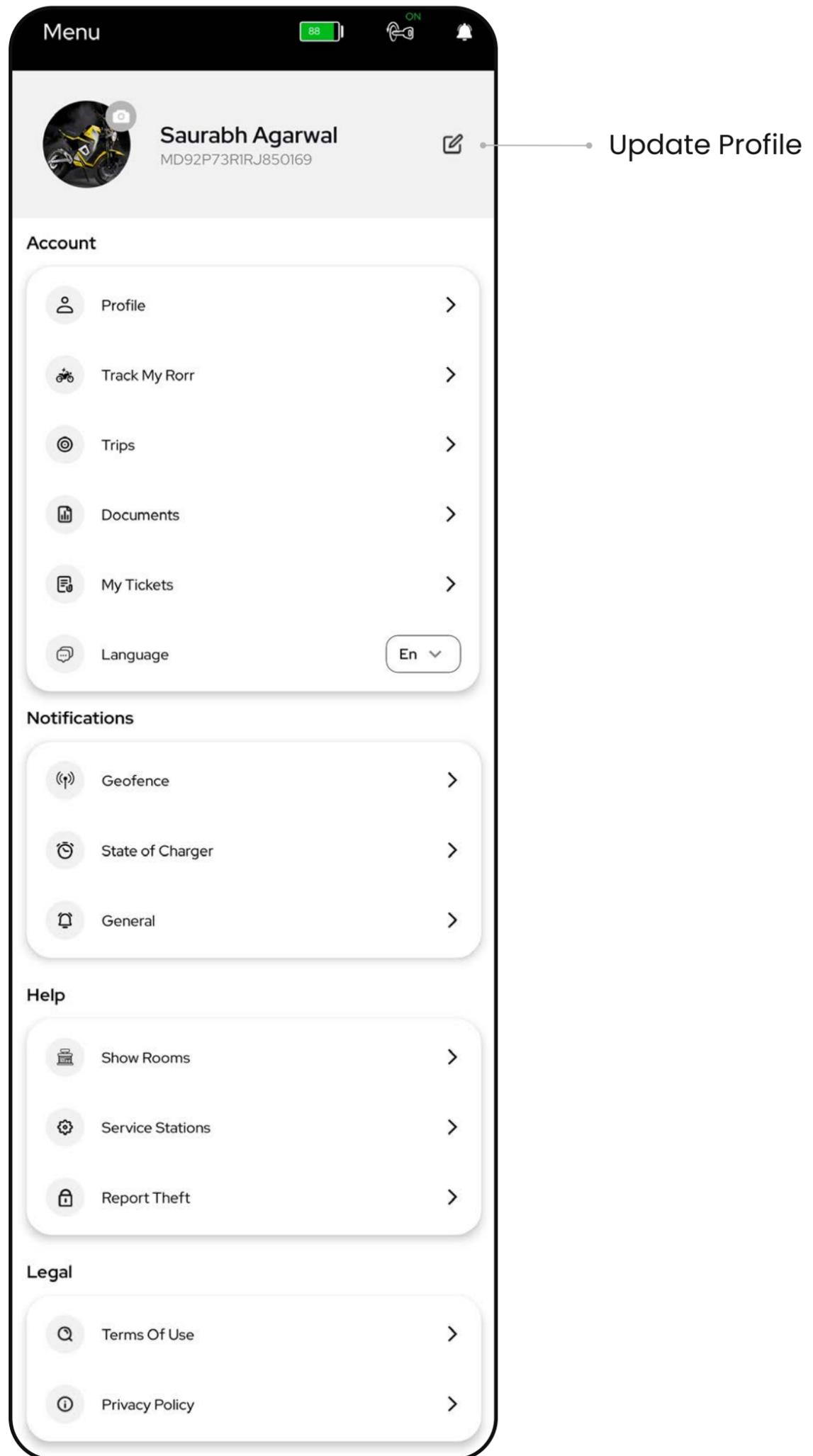
Oben Net

Locate nearby charging stations with one click and navigate to any of the 68,000+ stations available across India.



Menu

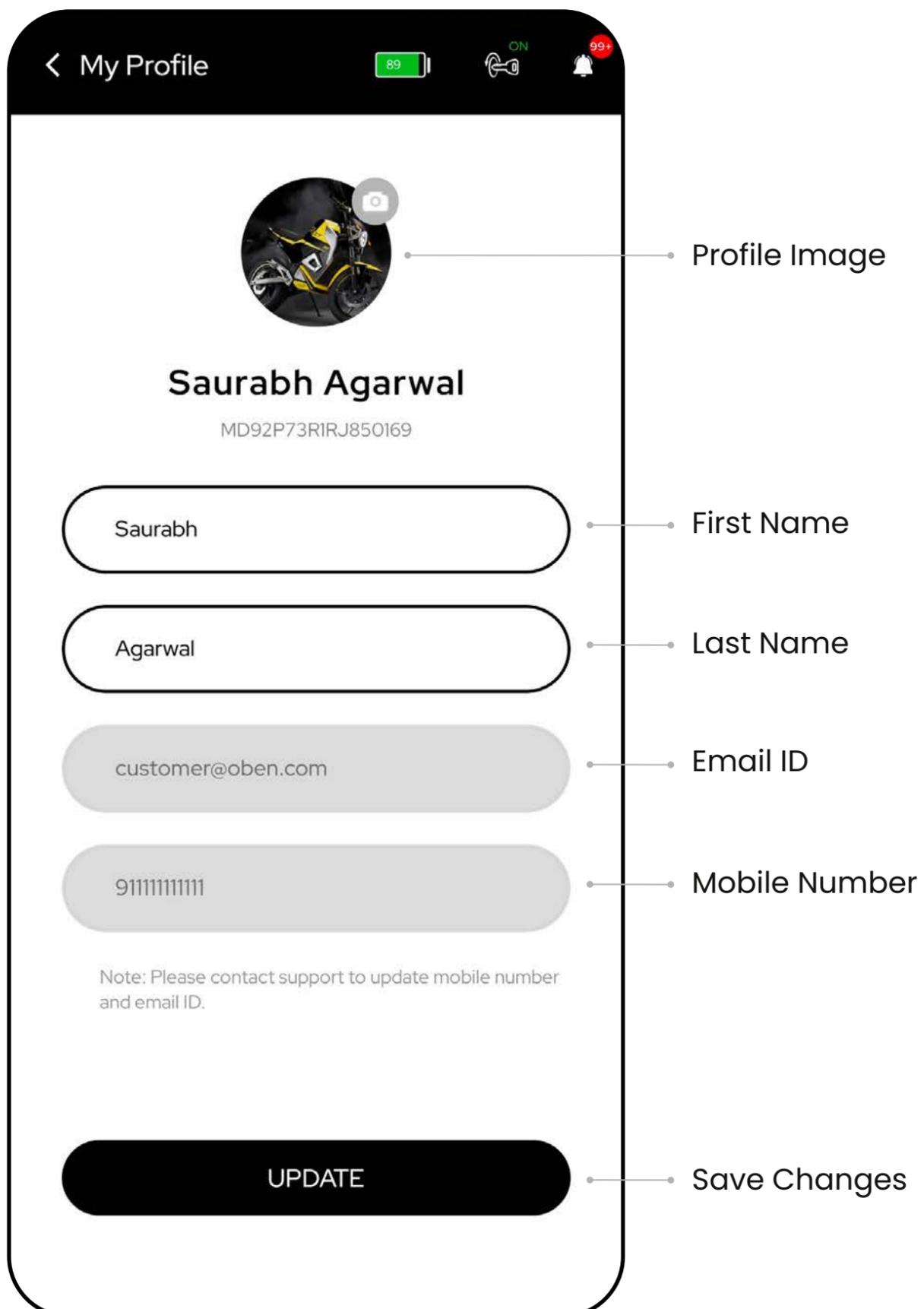
Access various settings and additional features of the bike.



The images above are representations of all the settings and features that can be accessed.

Update Profile

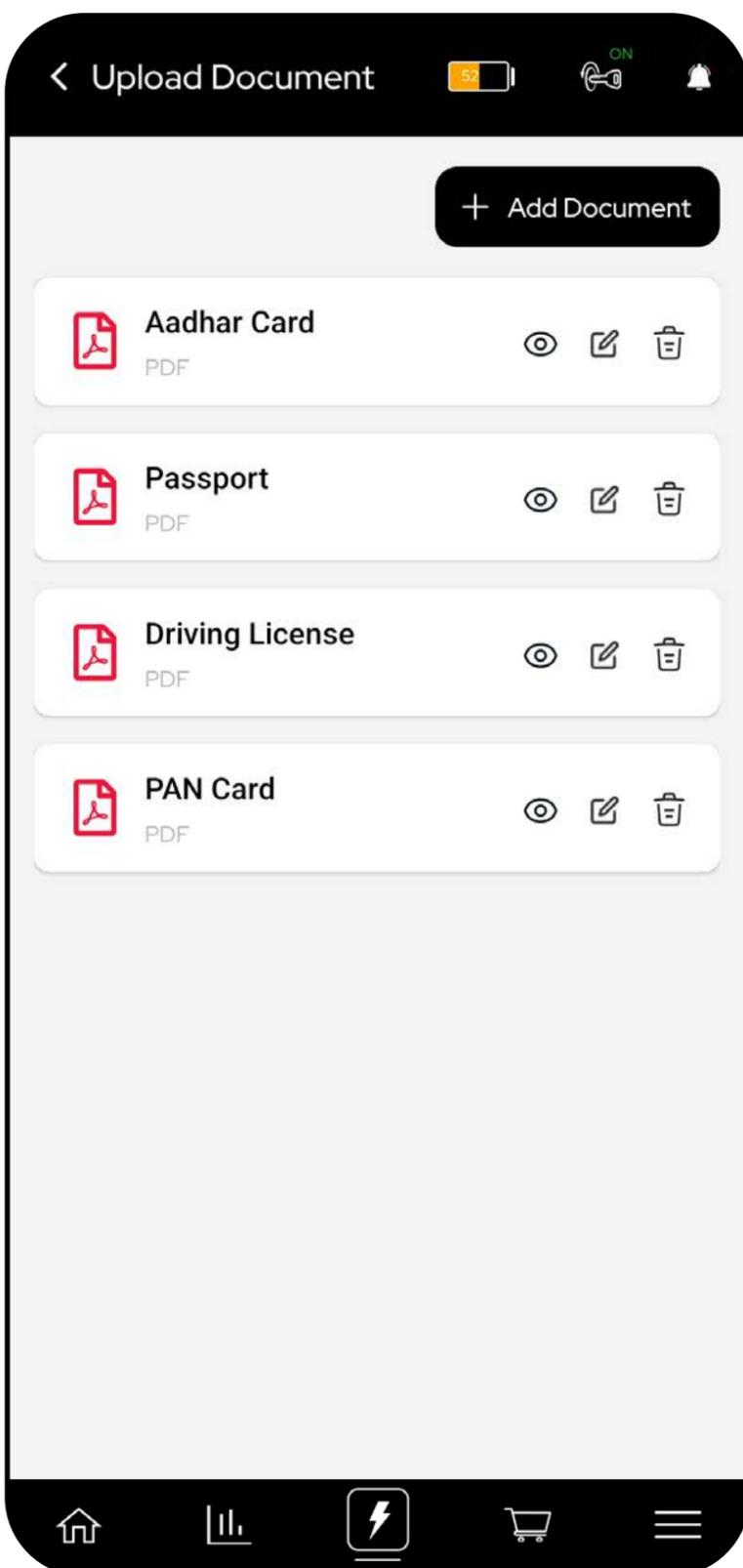
Create and update profile details, including image, name, and email ID.



Document

Upload the license, Aadhaar card, and other essential documents for quick and secure access.

Add documents in 4 steps:



Step 1: Tap Add Document.



Step 2: Choose the document type from the list.

Step 3: Upload the PDF file.

Step 4: Submit the document.

My Tickets

Report any issues at any time; the dedicated 24/7 support team is available to help resolve them quickly.

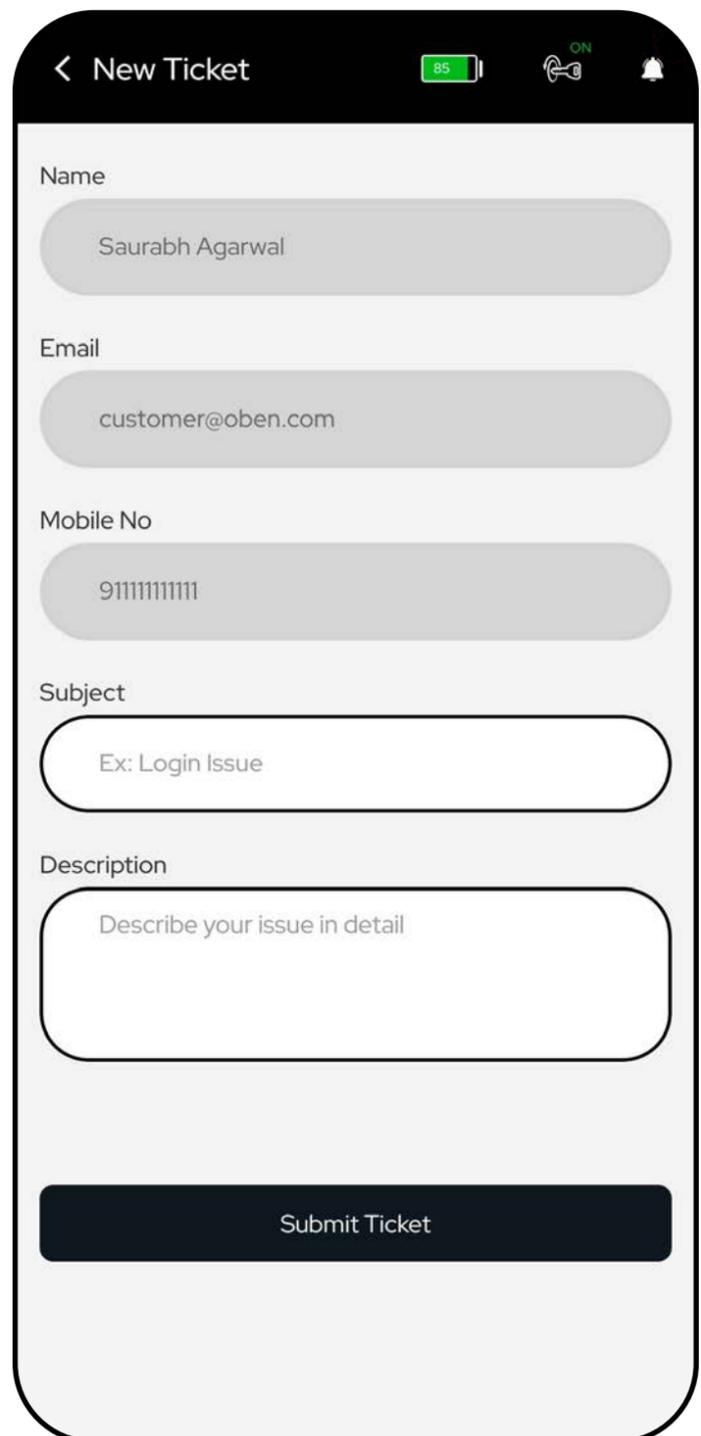
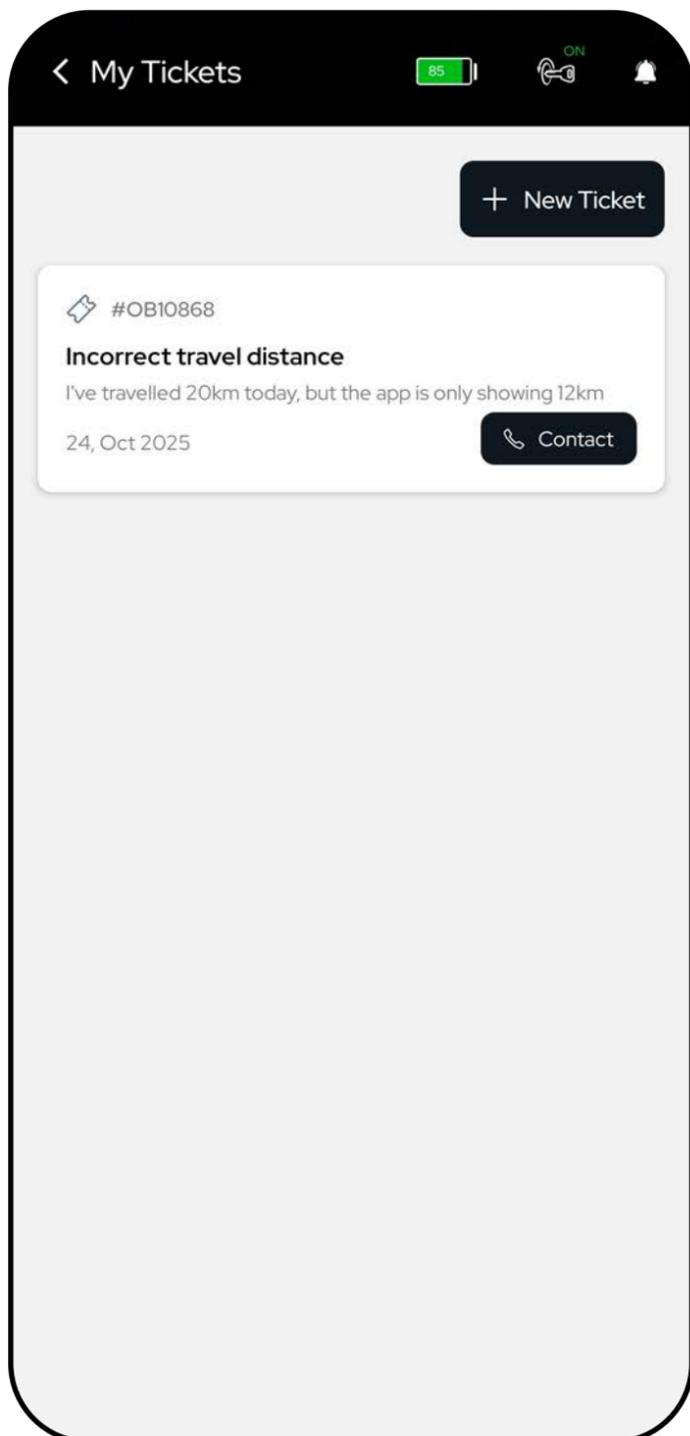
To raise a ticket:

Step 1: Tap New Ticket.

Step 2: Briefly mention the issue.

Step 3: Describe the problem in detail.

Step 4: Tap Submit Ticket.



The images above are representations of the process.

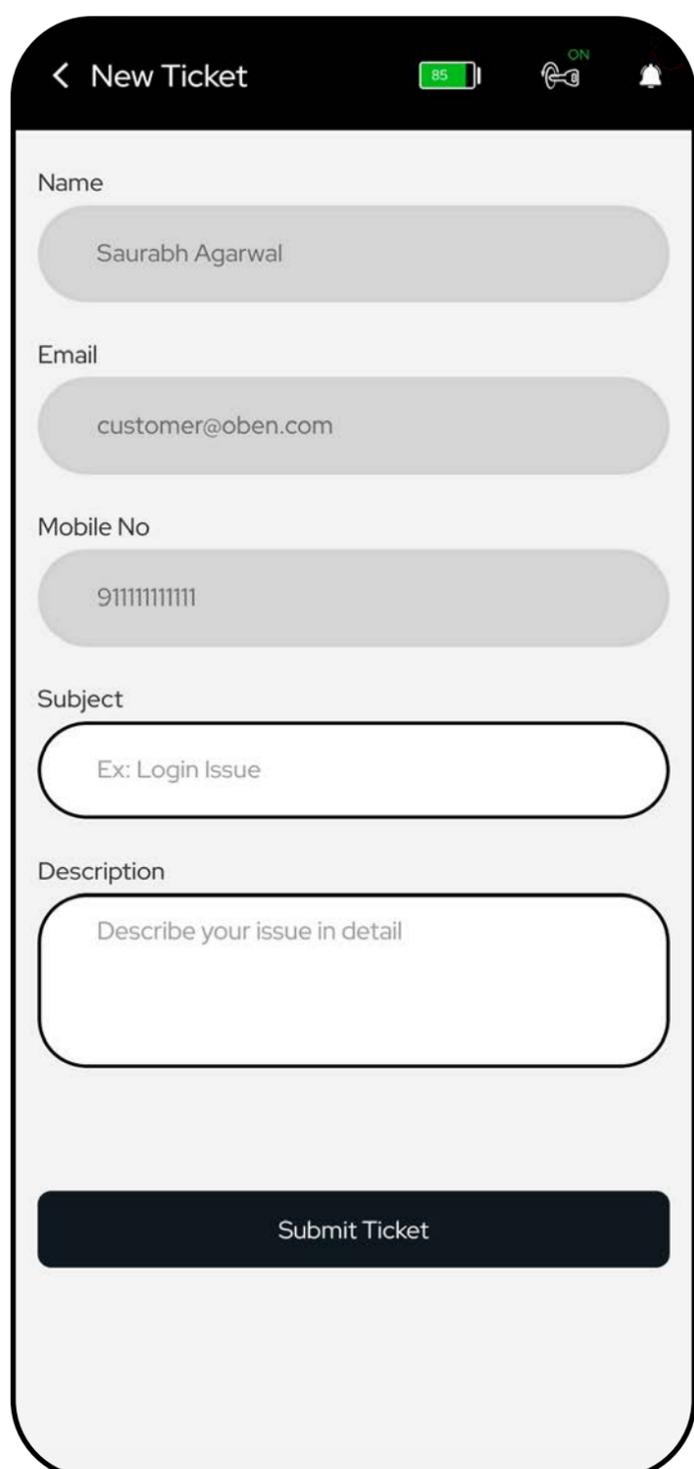
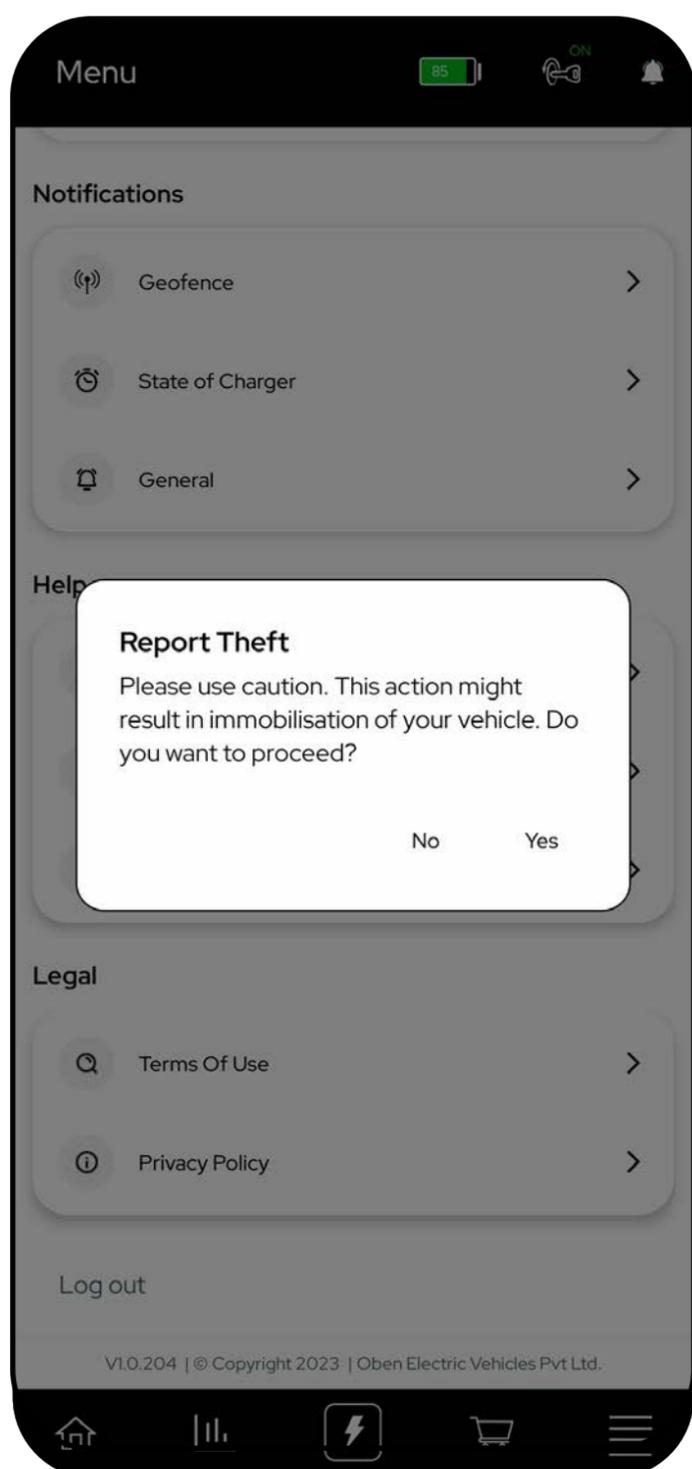
How to Report Theft?

Step 1: Tap and activate Report Theft under the menu dropdown.

Step 2: Briefly mention the issue.

Step 3: Describe the problem in detail.

Step 4: Tap Submit Ticket.



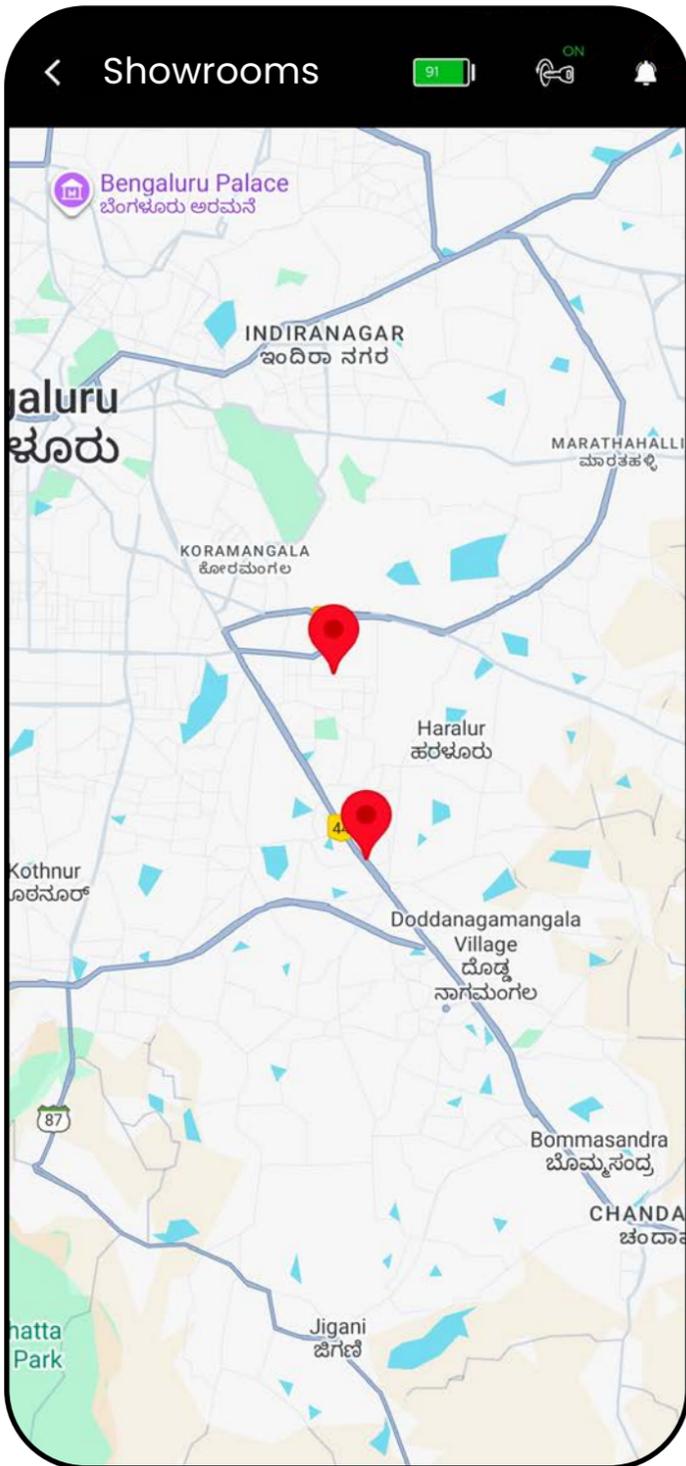
Once **Yes** is selected, the bike will be immediately immobilised, and the response team will be alerted.

The images above are representations of the process.

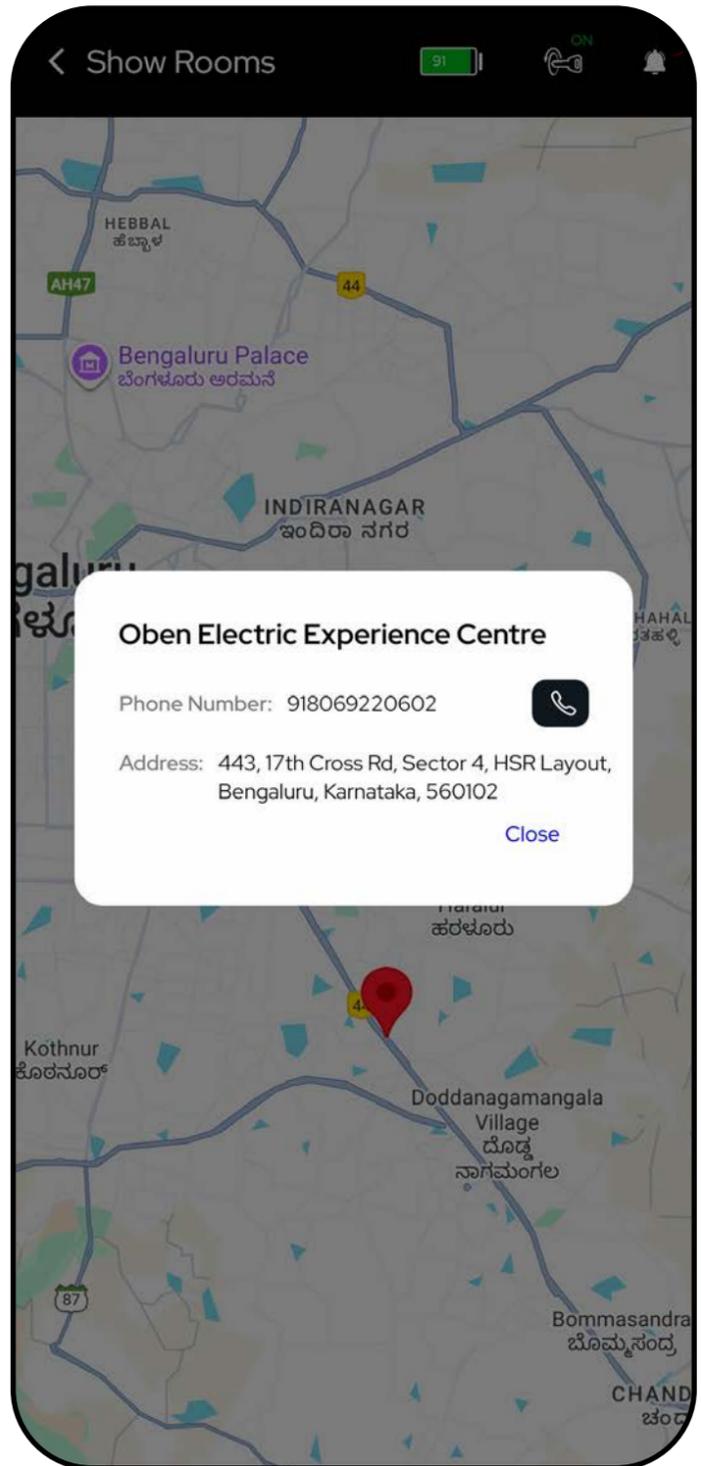


How to Locate Oben Showrooms?

Tap **Showrooms** under the menu dropdown to view the complete list of authorised showroom locations across India.



Locate Showrooms on Map

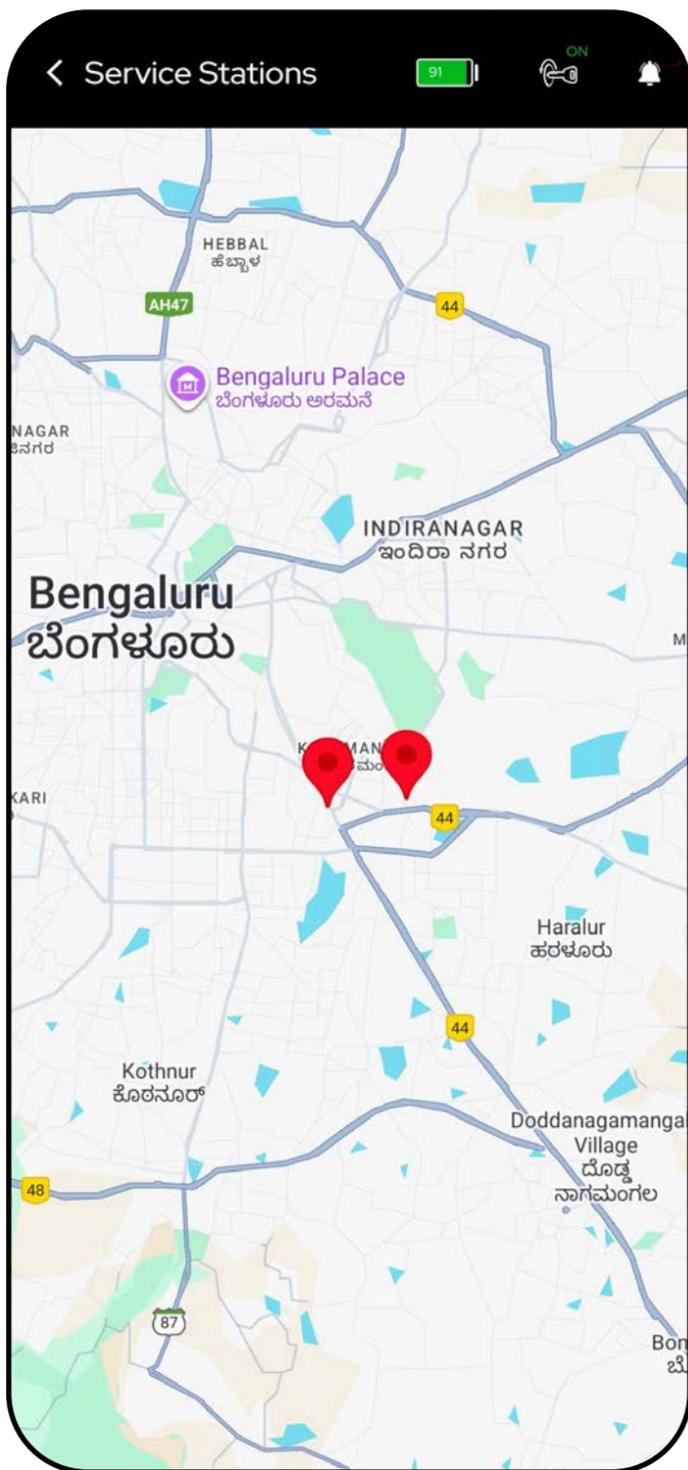


Tap to View Showroom Details

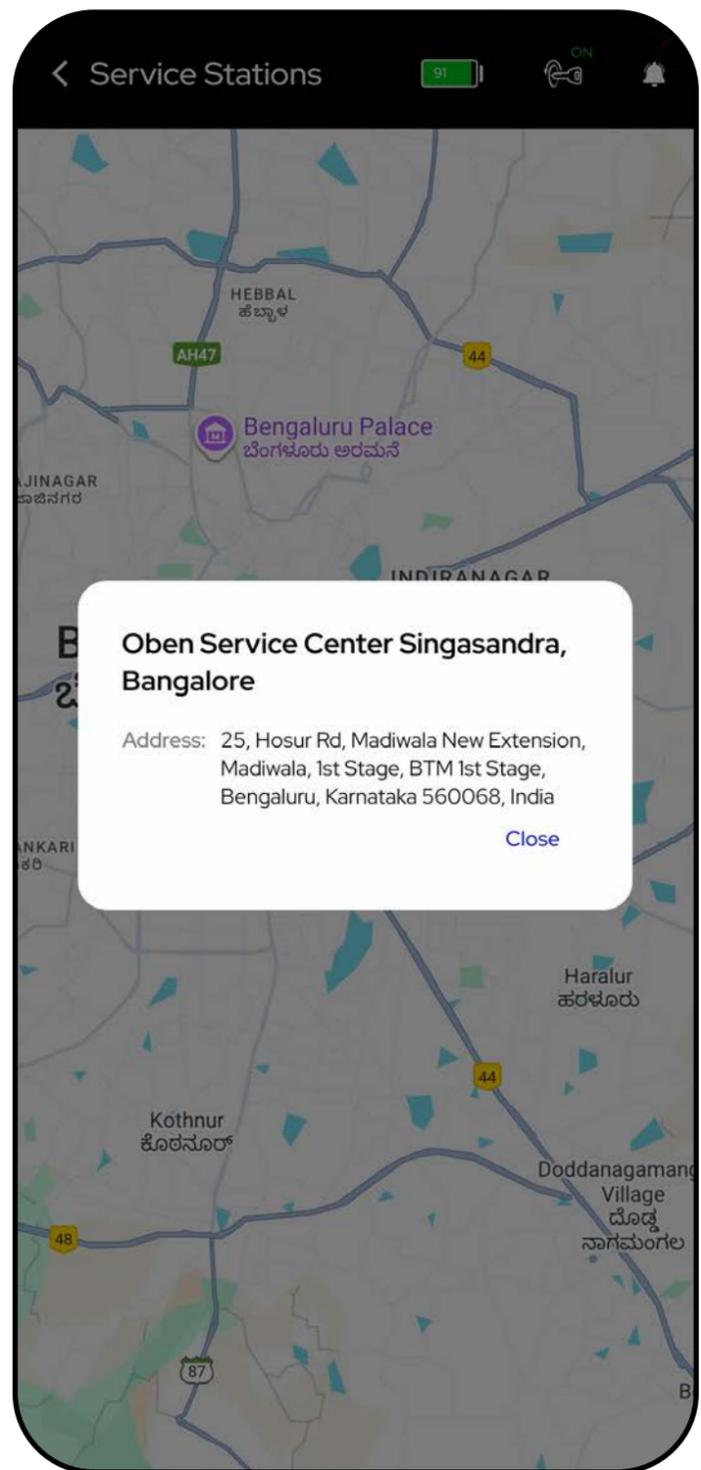


How to Locate Nearby Service Station?

Tap **Service Station** under the menu dropdown to find nearby and nationwide service station locations with a single tap.



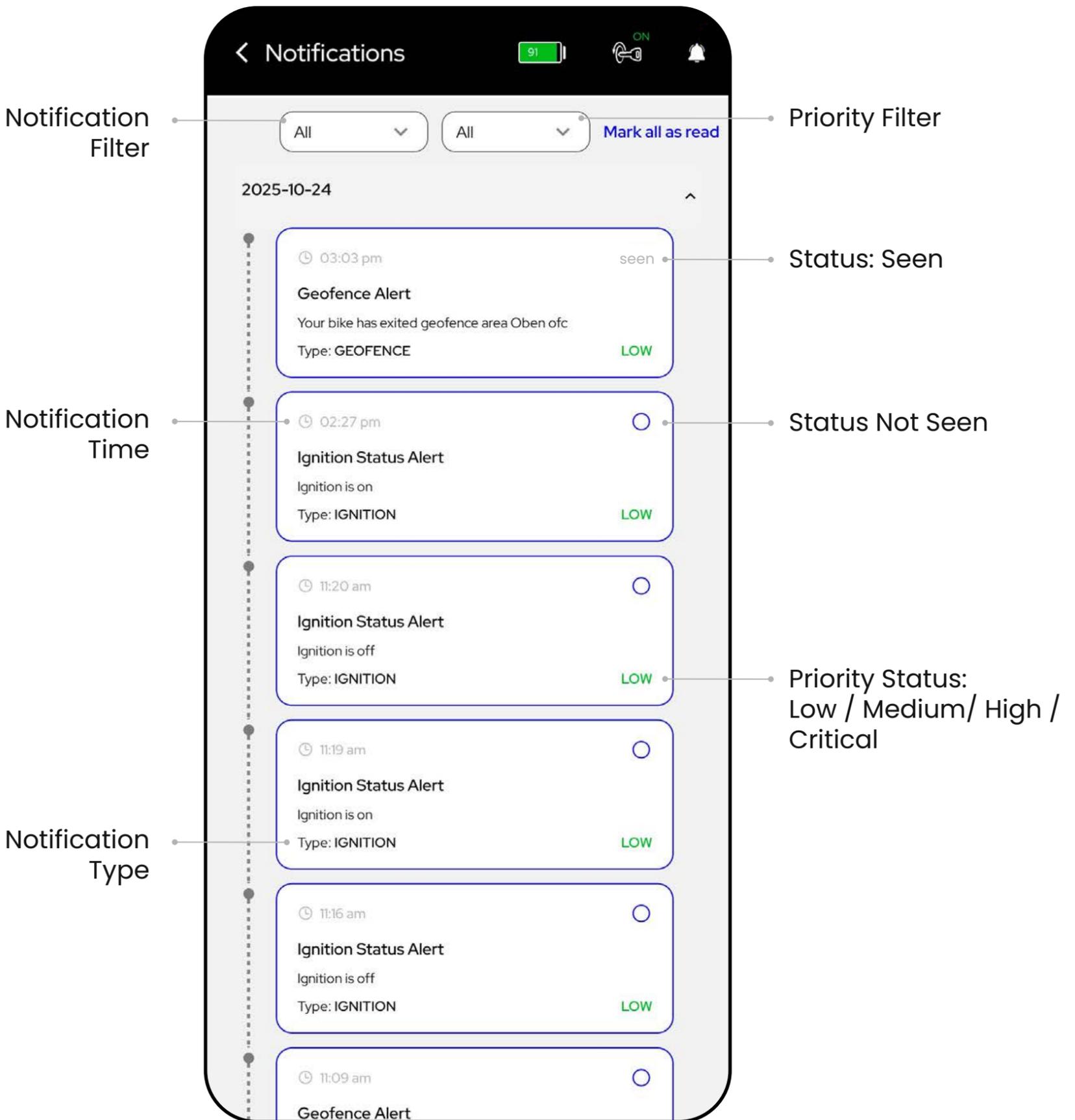
Locate Service Station on Map



Tap to view Service Station details

Notifications

Receive notifications to always stay informed about your bike.





KEEP RORRING!

Disclaimers:

This user manual and its contents are for customer reference only. The contents and policies mentioned in this manual are subject to change at any time without prior notice or customer approval. Customers are advised to contact the customer support team for the latest updates on Oben Electric's policies or for any clarification regarding updates. Incremental updates to the Oben mobile application will be provided to enhance value and experience. Customers are encouraged to periodically download the updated application for optimal performance.