

VIALOCO

Vialoco is the importer and supplier of this product. Sertec is the service partner for these brands.

Please remember, electric scooters are not to be used on footpaths, cycle lanes or roads in the UK. It is the complete responsibility of the user to ensure that you operate your e-scooter within all country and local laws. It is essential to wear a helmet when using an e-scooter.

REPAIRS, RETURNS AND WARRANTIES

If you have received a faulty product, please contact us straight away on service@vialoco.co.uk or 01228 587807. Please attach any photos of the fault on the email. Please ensure you do not ride the scooter as once you have ridden the scooter if broken, we are unable to replace the item.

If your electric scooter develops a manufacturing fault through normal use (as outlined in the manufacturer's manual) then please contact the below address, quoting your order number, the retailer you purchased the product from, the serial number, attaching a photo of the electric scooter and the fault details. We will arrange for it to be returned to Sertec for repairs before returning the electric scooter to you.

HOW TO CONTACT US

Webforms

Contacting via webform allows our operators to be ready with all the details of your case, and thus offer a quicker and more efficient service. We recommend to use this form. Please see the forms listed below for the different brands:

Argento: <https://www.argentobike.it/en/support>

Aprilia: <https://www.apriliasmartmovement.it/en/support/>

Ducati: <https://www.ducatiurbanemobility.com/assistance/>

VR46: <https://www.vr46e-mobility.com/support/>

Lamborghini: <https://www.alemobility.com/en/support>

Jeep: <https://www.jeepurbanemobility.com/en/support/>

E-mail

UrbanE-mobility_UK@Sertec360.com

Direct Hotline (local rates, no added value)
+44 (0)20 452 44011

Our after-sale assistance does **not** include faults that have been caused by:

- incorrect usage or adjustments, lack of maintenance and/or use of the products that is not in compliance with the manufacturer's instructions booklet
- conditions, malfunctions or damage caused by the use of non-original parts or unauthorized circuit and configuration change
- collisions, accidental falls, crashes or punctures of the products
- use, exposure or storage of the products in an inappropriate environment (rain, mud, exposure to moisture or excessive heat, contact with sand or other substances)
- lack of maintenance or improper use of the battery and tyres
- natural wear of wearable materials or caused by assembly mistakes of the parts

- improper use of the products including riding the e-scooter with more than one rider
- maintenance, repairs and/or technical interventions carried out by unauthorized third parties, the use of non-original spare parts and issues that arise from self-modifications
- malfunctions or damage caused by or during the time that a user is under the influence of drugs or alcohol
- fractures/ damage or loss of plastic parts inclusive of the charging port, handlebar switches and plastic flaps.

Vialoco Safety Advice

It's important to make sure you ride your e-scooter safely to protect yourself from potential harm. Here's a handy guide to make sure you're riding safely:

1. **What to wear**

Number one- helmet. It's hugely important that you wear a safety helmet whenever you ride your scooter. It's also a good idea to wear elbow pads and knee pads, especially as you're starting out and getting used to your scooter. It's also advisable to wear light or fluorescent colours when riding.

2. **Make sure to have lights on your scooter**

If your e-scooter doesn't have inbuilt lights and you'll be riding in low light or night, it's essential to make sure you get some lights. It's recommended to get lights for both the front and rear of the scooter.

3. **Be aware**

Be aware of your surroundings and do not move at speed when passing others. Never ride a scooter on the pavement and never ride with more than one person the scooter. Don't consume alcohol when riding your electric scooter. If you are using a phone for directions, it's recommended to buy a mobile phone holder.

Make sure to use a lock whenever leaving your scooter for a period of time.

Keep an eye on the weather conditions and check your scooter manual to see if it's suitable to be driven in rain. If you're new to you scooter, it's suggested to avoid slippery conditions, until you're a more experienced rider.

4. **Check the instruction manual**

Make sure to read the instruction manual before you get on your scooter to ensure you ride safely. You need to know how to charge it, how it folds, how to work the additional features and so on. Remember that you can void your warranty if you don't use the scooter correctly, so it's important to read the full manual.

5. **Keep your scooter in perfect condition**

To keep your scooter in good working condition, it's important to regularly check your tyre pressure, brakes, bodywork and battery. Before every ride, make sure to follow these three steps:

- Check if there is sufficient tyre pressure
- Check if the folding mechanism is firmly in place
- Check that your brakes are functioning correctly
- Check your lights, if fitted, are working

Remember it's not a race and it may take you a couple of rides to get used to your scooter. Ride safe, be aware and have fun!