

# VERGE TS FAQ

02/2022

**Question:** How can I service this motorcycle?

**Answer:** We will have service points in various locations. Some will be static location and some will be mobile services that can support you in the comfort of your own home. For larger issues, you will have direct contact with our factory. This list will grow as we grow and have more bikes.

**Question:** How will you support me?

**Answer:** For basic issues, the on-board diagnostics screen is accessible via the 8-inch screen. For more complex issues we have a number of service points. For larger issues you will have direct access to our technicians at our factory.

**Question:** Are there payment options available?

**Answer:** Yes, you can pay the motorcycle in full or with payment instalments.

**Question:** Can you Deliver to my country?

**Answer:** Yes. We will delivery bikes either directly to you or to a pre-arranged location.

**Question:** What colours are available?

**Answer:** We have 5 colours available as standard, however you can choose whatever colour you want. You just need to give us a call and talk with our team.

**Question:** How do you change the rear tyre?

**Answer:** Tyre changes take even less time than a regular motorcycle. Our modular design allows the rear rim to be removed in 5 minutes, then traditional tools are used to remove the tyre from the rim.

**Question:** Is 1000nm a typing error?

**Answer:** No it is not. Our motor produces a peak torque figure of 1000nm. If this seems a lot, don't worry as our traction control system, abs and customisable riding modes keep you fully in control.

**Question:** Does the bike have ABS?

**Answer:** Yes

**Question:** Is the bike EU/TÜV Certified?

**Answer:** Yes, our bikes are fully EU homologated

**Question:** Windscreens/boxes accessories (OPTIONAL EXTRAS)

**Answer:** First deliveries will not have accessories, however they will be available in the near future. Universal products can be used before Verge MC specific products are released.

**Question:** How do you charge this bike?

**Answer:** Charging is done via the CCS Combo plug, found under the aluminium hatch, just in front of the seat. You can connect to any type-2 charging stations as well as DC charging stations with the CCS Combo plug.

**Question:** Is it possible to test drive?

**Answer:** In 2022 we will be holding test ride events in various locations. Follow us on our social media and subscribe to our newsletter to find out when and where.

**Question:** Will you have dealerships?

**Answer:** You can buy Verge Motorcycles directly from our webshop. Our Dedicated showrooms will be in multiple locations as we grow. We will also have pop-up stores for temporary periods of time. Subscribe to our social media and newsletters to find out where these locations are.

**Question:** Can you update the bike's software like a Tesla?

**Answer:** Our first motorcycles, the TS will have OTA abilities (over-the-air). When prompted, you can accept an update via the motorcycle's touchscreen and the update will be installed.

**Question:** Where are your motorcycles built?

**Answer:** Our motorcycles are built in Finland.

**Question:** How does the rear brake work?

**Answer:** The rear wheel has two braking options. The first is the manual brake, operated by the left lever on the handlebars. The second brake is the regenerative braking done by the motor itself. This is customisable through the 4 driving modes that are available.

**Question:** What are the maintenance schedules?

**Answer:** We recommend an annual maintenance check that includes brakes, tyres and a general health check of the motorcycle.

**Question:** Is 1000nm too much?

**Answer:** The number does seem large, but it is very controlled. Our motor is unique in the way it produces movement, and thanks to our safety systems and drive modes, you are in full control of how that power is delivered.

**Question:** Are there driving modes?

**Answer:** Yes. There are 3 standard modes (Eco, Highway, Max) and also a custom mode where you can adjust throttle response, regeneration, max speed and torque, to the level at which you desire.

**Question:** How strong is the regeneration braking

**Answer:** Regenerative braking is able to be customised by you thanks to our driving modes. Eco has 80% strength, Highway has 20%, Max has 100% and custom mode allows you to choose the strength yourself.

**Question:** Is this a 2 seater motorcycle?

**Answer:** The TS is registered for two people.

**Question:** Will there be any charging options for your phone?

**Answer:** There will be a USB-C port in the seat compartment.

**Question:** Will there be navigation in the screen system?

**Answer:** Yes

**Question:** What will the screen show? What does the screen do?

**Answer:** The 8-inch infotainment system will allow you to get live data about your motorcycle, the battery, navigation as well as Bluetooth connectivity.

This system allows for OTA updates and will continue to improve as we grow as a company.

**Question:** What is OTA

**Answer:** OTA stands for over-the-air and refers to the motorcycle being connected to our factory. This allows us to upgrade your motorcycle whenever we develop a new feature, improve current features or unlock better performance.

**Question:** Will the bike have OTA?

**Answer:** Yes

**Question:** How do you change drive modes?

**Answer:** On your right hand control module, there is a button on the bottom. When drive is activated, tap this button to change the ride mode. The ride mode will change immediately and be shown on the 8-inch screen.

**Question:** What are the front foot-pegs for?

**Answer:** The TS offers riders two riding positions, one for cruising and one for a more upright/sporty ride. When you are riding with a passenger, they can use the rear footpads and the rider can use the front footpads.

**Question:** What type of battery is it?

**Answer:** Lithium Ion Battery

**Question:** That rear tyre is large, is that custom?

**Answer:** The tyre size is available at any normal tyre location. It is the same tyre as a Rocket 3 and a Diavel.

**Question:** How do i turn the bike on? How do i know it is live/on?

**Answer:** NFC CARD activates the bike's electrical system. Then on the right hand controls you click in the red button, then on the same hand controls you hold the black button down for 3 seconds and a green light will light up telling you that the motorcycle is live/on

**Question:** Those cables are exposed, is it safe?

**Answer:** Yes the cables are safe. The cables have fail safe's as well as a series of sensors and fuses making sure that the whole electrical system will not put you in danger.

**Question:** Does the motorcycle have sound?

**Answer:** Electric motorcycles are quite compared to gasoline fuelled motorcycles. This adds to the unique experience of riding electric. The TS does not have a sound emitter installed, however if governments mandate sound emitters at any point in time, we will install them for you.

**Question:** Is the TS able to be driven with an A2 licence?

**Answer:** Due to the TS having 80kW of power, you will need a full A-License to ride it.

**Question:** Can I plug this motorcycle in to my wall socket at home?

**Answer:** Absolutely. All you need is a UK, EU or US to TYPE-2 cable.

**Question:** What kW speed charger is the AC charger

**Answer:** Our on-board AC charging facilitates 3.5 kW

**Question:** Does the TS have DC charging and with what connection?

**Answer:** The TS features DC charging with the CCS plug.

**Question:** What DC charging speed can the TS achieve?

**Answer:** At initial release the TS will charge at 25kW, however this will be upgraded as our tech develops.