

# SURRON WARRANTY CONDITIONS

## 1. CONDITION OF WARRANTY

The warranty applies only if the motorcycle has been operated and maintained in accordance with the owner's manual or other Surron literature delivered with the motorcycle. This warranty is void if the OWNER'S REGISTRATION/PRE-DELIVERY INSPECTION FORM has not been completed in full and entered into the Surron dealer system by the selling dealer within 48 hours of purchase.

## 2. PERIOD OF WARRANTY FOR SURRON MOTORCYCLES

### 2.1. SURRON BIKES USED IN COMPETITION:

**Coverage:** Chassis/Swingarm/Motor/Controller Non-Service items\*

**Duration:** 30 days from date of purchase. \*

**Limitations:** This warranty is not transferable and applies to the original purchaser only.

**Applies to:** LBX, L1E, LBS, ULTRA BEE, STORM BEE

### 2.2. SURRON BIKES NOT USED IN COMPETITION:

**Coverage:** Chassis/Swingarm/Motor/Controller, Non-Service Items.

**Duration:** 12 months, Non-Service Items 12 Months. Subject to service schedule. Excludes items\*

**Limitations:** This warranty is not transferable and applies to the original purchaser only.

**Applies to:** LBX, L1E, LBS, ULTRA BEE, STORM BEE

\*Any Surron motorcycle utilized commercially in connection with generating income and/or is commercially licensed or tagged (e.g., Rental) during the warranty period will be covered for 30 days from the date of purchase.

\*The warranty period is effective on the date of purchase by the original purchaser and remains in effect only as stated above.

## 3. PARTS COVERED BY THE WARRANTY

This warranty covers only the parts stated. No other components of the motorcycle are covered by any warranty, expressed, or implied and are sold "as is". The frame is defined under this warranty as the main frame only of the motorcycle. The motor is defined under this warranty as parts, which are housed within the frame. In addition to the motor, the warranty covers the ignition system/electrics. Both front and rear suspension will not be covered under warranty if the suspension is bent or show signs of excessive force. Surron motorcycles UK will repair or replace, at its option, any of these parts that are found to be defective in material or workmanship subject to the limitations of this warranty.

#### **4. WARRANTY LABOUR COVERAGE**

Labour to replace parts that are covered in warranty, which are found to be defective in material or workmanship, is no charge to the original purchaser. Warranty repairs must be done only with the authorization of Surron motorcycles UK, Labour costs to replace any parts without authorization from Surron motorcycles UK, or any other parts not covered in the Surron motorcycles UK warranty are not covered.

#### **5. GENERAL EXCLUSIONS FROM WARRANTY**

This warranty does not cover any failures resulting from, or caused by:

1. Lack of proper maintenance.
2. Modification, alterations, and installation of parts that are not genuine Surron parts or supplied as original equipment.
3. Damages due to accident, collision, abuse, or neglect, including the use of high-pressure/Jet washers as stated in service documentation.
4. Normal wear components, including, but not limited to, the following: all bearings, all seals, transmission gear engagement, final-drive chain and sprockets, brake components, suspension valving.
5. Misuse, such as, but not limited to, non-suitable lubricants, altering the electronic control system/wiring, non-genuine owner installed replacement parts.

#### **6. OWNER RESPONSIBILITY**

1. Owner is responsible for the costs of maintenance to the motorcycle including service at scheduled intervals. Failures caused directly by lack of maintenance or improper maintenance will void the warranty.
2. If warranty repairs are needed, they must be performed by an authorized Surron Motorcycles dealership. The owner may be asked to provide the following documentation of proper maintenance: a maintenance record which displays the date of service and service work performed, copies of repair orders/ receipts.
3. Return the Surron motorcycle to an authorized Surron motorcycle dealer within ten (10) days after discovery of any defective parts. Your Surron Motorcycles dealer should initially determine if the Surron component(s) in question are to be submitted to Surron Motorcycles UK for evaluation. All warranty work must be performed by an authorized Surron Motorcycles dealer.
4. Surron Motorcycles UK are not responsible for the transport nor the recuperation of transport costs between the owner and the dealer.
5. Surron Motorcycles UK does not authorize any company or person to create a liability or any warranty obligation on its own behalf. Surron Motorcycles UK in its sole discretion will make the final disposition of any component(s) submitted for warranty evaluation. All parts and components returned to Surron Motorcycles UK and replaced under this warranty shall become the property of Surron Motorcycles UK.

## 7. LIMITATIONS ON WARRANTY

The warranty described in this document is the only warranty that applies to your motorcycle. Surron Motorcycles UK makes no other warranty or guarantee of any kind, expressed or implied. No implied warranties of merchantability or fitness for a particular purpose or any purpose, is applicable to any product sold by Surron Motorcycles UK. The buyer and all other parties who contract with Surron Motorcycles UK, hereby specifically and knowledgeably waive any and all warranties, expressed or implied. Also excluded from this warranty are any incidental or consequential damages including loss of use. This warranty gives you specific legal rights, the contents stated herein are subject to change without prior notice.

## 8. HOW TO OBTAIN WARRANTY SERVICE

To receive any type of warranty service, take your Surron motorcycle and relevant documents to your supplying dealer during normal service hours. If you are unable to receive satisfactory warranty service at a Surron dealer, or you are dissatisfied with a warranty decision, please e-mail: [support@urbanmoto.co.uk](mailto:support@urbanmoto.co.uk). We will need the following information to assist you:

- Your name, address, and telephone number.
- Product model and vehicle identification number (frame number).
- Date of purchase.
- Dealer name and address.
- Nature of problem.

### Download Link

<https://surron.co.uk/pages/downloads-surron-electric-bikes>



LB YOUTH, LBX Off Road & L1e On Road		PRE-DELIVERY INSPECTION DOCUMENT	
Unbox the vehicle		Check all frame bolts and fairing	
Check PDI box contents		Remove all protective wrapping on vehicle	
Check the charger plugs are UK not EU		Lubricate/protect all pivot points	
Fit handlebars and clock pack*		Lubricate lock mechanism	
Fit indicators/head/tail lamps *		Fit battery protection pad	
Fit mirrors & side reflectors*		Ensure battery is charged to 50% minimum	
Adjust headlamp alignment*		Connect battery power and data cables	
Ensure all multiplugs located correctly		<b>STATIC / ROAD TEST</b>	
Check cable routing		Power up vehicle	
Check throttle operation/return		Change Speedometer to MPH	
Fit front wheel to forks with spacers		Check horn	
Check front wheel axle and pinch bolts		Check indicators*	
Check/adjust rear wheel alignment		Check side stand switch	
Check/adjust drive chain tension		Check brake cut-off switches	
Check rear wheel axle		Check effectiveness of front/rear brakes	
Carry out full inspection of wheel spokes		Check eco/sport operation*	
Check/adjust tyre pressures F:    R:    PSI		Clean vehicle prior to hand over	
Check/adjust motor belt tension		Fit rear numberplate*	
Fit front mudguard*		Complete all documentation	
Name of Technician		Service Stamp                      Date	
Owners Signature		By signing I can confirm that I have received the vehicle and had all controls explained to myself and have been made fully aware of all service schedules and warranty conditions and that any deviation from the schedule will void warranty	

\* Denotes 'Road Legal' model or where fitted.



## SERVICE RECORD

Congratulations on your purchase of your Surron! This bike is designed to offer a high-performance ride in varied environments. Whilst engineered to be both durable and reliable, like any performance enduro machine, correct maintenance and operator's checks are essential to ensure optimum performance and to maintain your warranty support. Please read your operators booklet prior to use and ensure your dealer has explained fully all features of the bike. We always recommend that genuine Surron parts and accessories are used to comply with your warranty terms.

Servicing should be carried out by an approved Surron dealer who has access to genuine parts and technical support.

1st Service	Actual Mileage	Date	Dealer Stamp
185 Miles (300 Km) or 3 Months*			
2nd Service	Actual Mileage	Date	Dealer Stamp
620 Miles (1000 Km) or 6 Months*			
3rd Service	Actual Mileage	Date	Dealer Stamp
1240 Miles (2000 Km) or 12 Months*			
4th Service	Actual Mileage	Date	Dealer Stamp
1865 Miles (3000 Km) or 24 Months*			
5th Service	Actual Mileage	Date	Dealer Stamp
2485 Miles (4000 Km) or 36 Months*			
<b>Subsequently Every 12 Months or 620 Miles (1000 Km) *</b>			

*\*Whichever comes first*

### Warranty Terms

12 Months Chassis/Swing Arm/Motor/Controller and Battery

12 months Non-Service Items - *Subject to Service Schedule. Excludes items\**

Model: ☐ LBX ☐ L1E ☐ Youth ☐ Ultra Bee ☐ STORM

Colour: ..... Chassis No: .....

Date of Sale: ..... Motor No: .....

Owner Name: .....

Email: .....

Address: .....

Town: ..... Postcode: .....

County: ..... Country: .....

Selling Dealer Stamp



**SUR-RON**  
BIKES.COM

# SERVICE SCHEDULE

	1st SERVICE	2nd SERVICE	3rd SERVICE	4th SERVICE	5th SERVICE
	185 Miles / 3 Months*	620 Miles / 6 Months*	1240 Miles / 12 Months*	1865 Miles / 24 Months*	2485 Miles / 36 Months*
Steering Head Bearings	I	A	I / A	I / A	I / A
Wheels / Tyres inc. Spokes	I	I	I	I	I
Check all Nuts, Bolts & Fasteners	I	I	A	I	I
Frame & Swing Arm		I	I		
Check Cable Routing		I			I
Brake System		I	I	I	
Brake Pads Front		I		I	
Brake Pads Rear		I		I	
Rear Sprocket		I	I	I	I
Drive Pulley Front		I			I
Drive Belt	I	A	I / A	R	I
Drive Chain Wear / Adjustment	I	A / L	I / A	I / A	I / A
Brake Fluid		I		R	I
Front Fork Fluid				R	I
Front Fork Assembly	I	I	I		I
Throttle Control		I	I	L	
Main Battery Condition		I	I	I	I
Master Fuse Operation		I	I	I	I
Steering Lock Operation	I	L	L	L	L
Drive Motor Inspection		I		I	
Diagnostic Fault Codes	I	I	I		
Battery Connections	I	I	I	I	
Any work on the High Voltage System MUST be carried out by a qualified technician qualified to a minimum of Level 1 Hybrid Vehicle Certificate					
I - Inspect / A - Adjust / L - Lubricate / R - Replace					

## Important Considerations:

The service schedule is a minimal guide, machines used in harsh environments and on severe terrain may require more maintenance as and when required. As with any enduro machine, daily owner checks and the correct method of use are essential to ensure the longevity of your machine for many years to come. Sur-ron have taken great care in the selection of materials and manufacturing techniques to provide its customers with a quality cosmetic appearance allied to durability. Please be aware that any work on the high voltage systems **MUST** be carried out by a qualified dealer carrying at least a Hybrid Electric Vehicle qualification.

As per the owner's manual please always check the machine before and after use. Particular attention should be placed on both primary belt and chain tension, lubrication, essential nut and bolt torque levels, tyre pressures, spoke tension and steering bearings.

**Before disconnecting or reconnecting the battery – ALWAYS switch off the master fuse switch, situated at the front of the battery compartment from the seated position.**

Always get in the habit of recharging your battery after a ride, never leave the battery at a low charge level for a prolonged period, refer to the operator's manual for longer storage advice.

**Never use a high-pressure/jet washer** system to clean your machine, a gentle low-pressure hose with cloth/brush is recommended. Always re grease under the fork dustcovers monthly to ensure smooth operation.

Parts & Accessories are available from your selling dealer or online  
[www.urbanmotoparts.co.uk](http://www.urbanmotoparts.co.uk).

Accessories available: Super moto wheel kit, Primary Drive sprocket and chain conversion – for heavy mud/sand conditions, upgraded drive belts, foot peg kits, suspensions upgrades, motor guards, decal kits, hand guards and more.

Warranty support - Any warranty requests should be made via your selling dealer and submitted with an up-to-date copy of the service schedule and service invoices.

\*Items subject to normal wear from use e.g., Grips, Cables, Belts, Tires, Pads & Discs, Bulbs, Warranty competition or closed-circuit use is limit to 30 days. Any Accidental damage and or damage cause by alteration of the standard specification with non-official components (Tuning or modification) is entirely the owner's responsibility.

Use: Sur-ron Youth (Light Bee S), LBX (Light Bee X series) and Storm MX is an off road only vehicle and was not manufactured for use on public streets, roads, or highways.

Sur-ron LB L1E (Light Bee L1E) is homologated as an L1E class moped and fully compliant with EEC whole vehicle type approval for used on the public road with correct registration, license, and insurance. The same road legal requirements applies to the Storm (Enduro) at L3E homologation.

Always wear a suitable helmet, eye protection and protective clothing. Sur-ron encourage you to ride safely and respect fellow riders and the environment. Specifications and appearance of Sur-ron products are subject to change without notice and may vary according to requirements and conditions. For further details, please consult your Sur-ron dealer.