

**From:** Daryl  
**Sent:** Friday, April 11, 2025 10:41 AM  
**To:** service <service@kugooscooterusa.com>  
**Subject:** RE: Order No. US00024587

I would appreciate some help replacing the battery at a significant discount given the fact that it only lasted 2 months. Below is proof. Your service department said it wasn't the battery and it was. It took me that long to find someone who could troubleshoot. Can you sell me a replacement battery at cost so I can get back on the road? Daryl



**Order No. US00024587**  
Placed on May 09, 2024

----- Replied Message -----

From: Daryl Bunch <daryl@niconsulting.com>  
Date: 7/17/2024 21:58  
To: service@kugooscooterusa.com <service@kugooscooterusa.com>  
Subject: RE: Order No. US00024587

I did not hear back on the below issue. The scooter doesn't work at all now. What do you suggest I do? I have only had it for 2 months.

Daryl Bunch

440-409-5759

**From:** service <[service@kugooscooterusa.com](mailto:service@kugooscooterusa.com)>  
**Sent:** Thursday, April 10, 2025 11:24 PM  
**To:** Daryl Bunch <[daryl@niconsulting.com](mailto:daryl@niconsulting.com)>  
**Subject:** Re: Order No. US00024587

Please kindly notice that the warranty for battery is 6-month.

You can get new parts here if needed

<https://www.kugooscooterusa.com/products/kugoo-kirin-g3-electric-scooter-spare-parts>



**Jackson**

Customer Service • KuKirin

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✉ [service@kugooscooterusa.com](mailto:service@kugooscooterusa.com)

🌐 [www.kugooscooterusa.com](http://www.kugooscooterusa.com)



---- Replied Message ----

From

Date 4/11/2025 03:00

To [service<service@kugooscooterusa.com>](mailto:service@kugooscooterusa.com)

Subject RE: Order No. US00024587

My Problem turned out to be a bad battery. Please advise me what battery I need to replace the one that came with the scooter. I only used it for 2 months before it failed.

Best,

Daryl

**From:** service <[service@kugooscooterusa.com](mailto:service@kugooscooterusa.com)>

**Sent:** Thursday, July 18, 2024 5:36 AM

**To:** Daryl

**Subject:** Re: Order No. US00024587

Hello there,

Thanks for reaching out.

From the photo you provided I can tell that all parts seems to be in good condition, the issue may be caused by loose internal wiring.

Please follow this instruction video to check if the wires are well connected and **re-connect** all the wires.

Battery: <https://youtu.be/SQZ-ohhm4wA>.

Controller: [https://youtu.be/6SS\\_qk0QCSE](https://youtu.be/6SS_qk0QCSE).



**Jackson**

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✉ [service@kugooscooterusa.com](mailto:service@kugooscooterusa.com)

🌐 [www.kugooscooterusa.com](http://www.kugooscooterusa.com)

