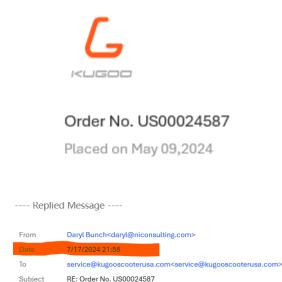
From: Daryl Sent: Friday, April 11, 2025 10:41 AM To: service <service@kugooscooterusa.com> Subject: RE: Order No. US00024587

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



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 <<u>service@kugooscooterusa.com</u>> Sent: Thursday, April 10, 2025 11:24 PM To: Daryl Bunch <<u>daryl@niconsulting.com</u>> 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

service@kugooscooterusa.com
www.kugooscooterusa.com
for the service of t

From

Date4/11/2025 03:00Toservice<service@kugooscooterusa.com>SubjectRE: 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 <<u>service@kugooscooterusa.com</u>> 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.

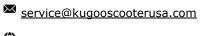
Please follow this instruction video to check if the wires are well connected and **re-connect** all the wires.

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

Controller: https://youtu.be/6SS_qk0QCSE.



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