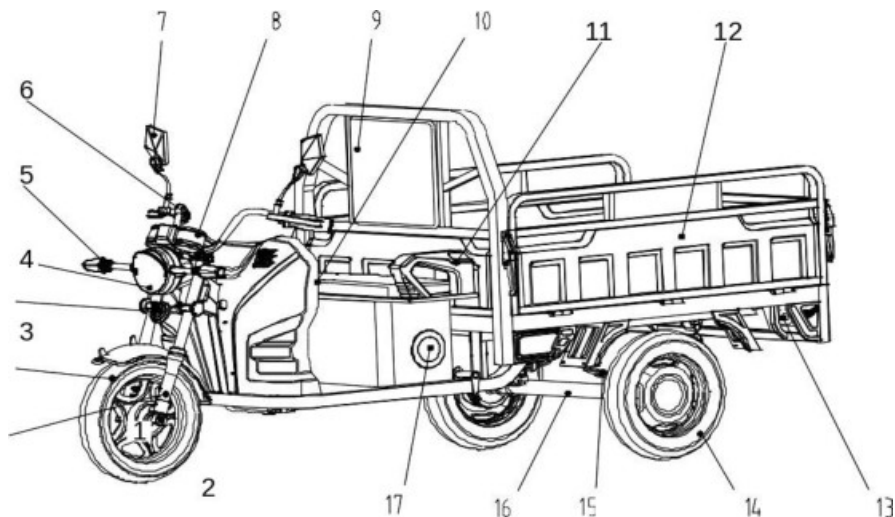


CARGO

Operation • Safety • Care



Motor	Electric motor
Edition	English • 1.0

Read in full before first use. Keep with the vehicle and pass it on with the vehicle.

01 / URBAN HOPPER

Vehicle & dealer

To be completed by the supplying dealer.

Model	Urban Hopper Cargo
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Vehicle identification number (VIN)

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Copy from the vehicle and check against the vehicle documents.

Handover date	Odometer

Dealer stamp / contact details

--

Dealer name / signature: _____

This manual covers different body and control versions. Only the equipment actually installed applies. Keep the corresponding battery and charger instructions with it.

Ask the dealer to clarify safety-related differences before use. Do not find out by trial and error.

Importer / responsible economic operator in the EU

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WARNING identifies a hazard that may cause serious injury or death. Follow the corresponding protective instruction.

02 / URBAN HOPPER

Use & safety

The Cargo is an electric cargo vehicle. Carry loads only on designated areas and within the load limits specified for the actual version.

Do not overload. Observe the permitted seating and load limits of the actual version. Carry people only on seats intended and approved for that purpose.

Safe operation

- Obtain instruction before first use and practise in a suitable area away from public traffic.
- Do not drive under the influence of alcohol or drugs, when tired or while affected by medication. Do not operate phones or multimedia while driving.

Eligibility and road use

Identify the approved version from the vehicle documents. Before using public roads, establish the required driving licence or certificate, minimum age, insurance and plates/registration. Observe local rules. Ask the dealer or relevant authority if uncertain. Instruction does not replace a required licence.

Protection and unauthorised use

Fasten any fitted seat belts. Wear firm footwear and clothing that does not obstruct the controls. Observe applicable helmet and seat-belt requirements.

The vehicle is not a toy. Children must not drive it or play with the vehicle, charger or keys. Secure it against unauthorised use.

03 / URBAN HOPPER

Checks before use

Inspect the entire vehicle before first use. Check the agreed delivery contents, visible transport damage and loose, missing or incompletely fitted parts.

Check before every drive

- Tyres and wheels: damage, loss of pressure and wear. Ask the dealer for the correct pressure if no clear specification is provided.
- Brakes, drive controls and steering: safe operation, free return and unobstructed movement. Keep the footwell clear.
- Check lights, indicators, brake lights, horn and displays.
- Adjust mirrors; check the seat, belts, doors and fitted latches. Secure luggage or cargo.
- Check battery charge and visible cables and connections. Fully disconnect the charger before driving.



WARNING

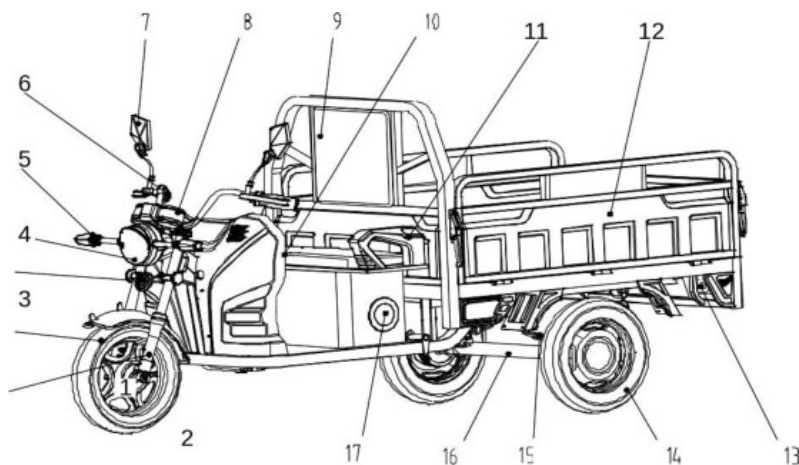
Do not drive if parts are damaged, safety-critical parts are missing, functions fail or safety is uncertain. Contact the dealer or a qualified workshop. Do not drive the vehicle to the inspection while its safety is uncertain.

We recommend inspection by a qualified workshop before first use. Have fasteners checked and, where necessary, tightened by a competent person to the manufacturer's specifications. Do not tighten indiscriminately.

User checks do not replace correct assembly or a pre-delivery inspection.

04 / URBAN HOPPER

Body and load area



Example open load body for the corresponding version.

The overview shows the front fork, wheels, lights, handlebars, seat, load area and rear axle. Body and charging-port location vary by version.

On cab versions, also check doors, glazing and wiper. Close and secure sideboards and flaps before driving.

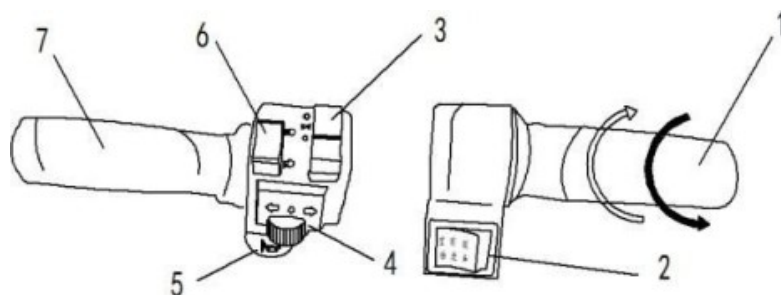


WARNING

An illustrated body does not establish instructions or approval for tipping or lifting. Use those functions only with the matching instructions and training.

04 / URBAN HOPPER

Instruments and handlebar switches



Throttle and switches, depending on equipment.

No.	Function
1 / 2	Throttle / direction
3 / 4	Lights / indicators
5 / 6 / 7	Horn / main-dipped beam / left grip

Depending on version, instruments show speed, indicators, main beam, battery charge and mileage. Adjust optional radio/MP3 and USB functions only while stationary.

04 / URBAN HOPPER

Starting, driving and shifting



Ignition ON / OFF.

- Inspect the vehicle, adjust mirrors and close doors and flaps. Set the main switch and ignition to ON.
- Select the intended direction, release the parking brake and turn the throttle gently. Change direction only after stopping fully.

Hold the vehicle with the service brake. Change direction only when completely stationary. Fully release the parking restraint only immediately before moving off.

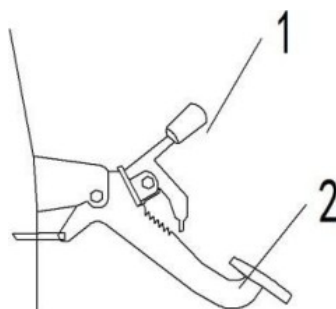
High/low gearing is provided only on equipped versions. Low range offers greater traction at lower speed. Have the shifting procedure explained at handover.

**WARNING**

Do not hang items from handlebars, fork or mirrors. Keep steering unobstructed.

04 / URBAN HOPPER

Service and parking brakes



Example pedal lock.

The pedal in the front footwell operates the service brake. Brake progressively and check free return. Parking restraints differ by version.

Handbrake lever, where fitted

Pull up to apply. Press the release button and lower the lever to release.

Pedal lock, where fitted

Press the brake pedal, push the locking lever down and engage the pedal lock. Press the brake pedal again to release; the locking lever returns.

**WARNING**

Use only the restraint actually fitted. Do not drive until its operation has been clearly identified.

04 / URBAN HOPPER

Loading, parking and accessories

- Distribute cargo evenly and low, secure it and check before driving. Do not obstruct vision or the operating space.
- Stop completely on firm, level ground. Select neutral, apply the parking brake and switch off the ignition. Remove the key.
- Switch off the main switch for extended storage. Depending on version it is around the battery or storage compartment.

Accessories must not impair steering, ground clearance, visibility or control. Do not connect additional electrical loads without suitable approval.

Tyre-pressure specifications must match the tyres and vehicle version. Clarify any conflicting markings with the dealer before use.

05 / URBAN HOPPER

Battery & safe charging

Match the battery and charger using their labels and corresponding instructions. Use only the charging combination specified for this vehicle; do not charge if the match is unclear.

**WARNING**

Throughout charging, an instructed person must be awake, present and able to monitor the process. Do not charge while away or asleep.

- Use only the charger assigned to this vehicle and battery. A matching plug or nominal voltage alone is not sufficient.
- Inspect visible battery and charger parts, cables and plugs before charging. Do not use damaged, deformed or unusually hot components.
- Charge in a dry, well-ventilated place. Place the charger securely on a non-combustible surface; do not cover it. Keep children, combustible materials, sparks and flames away. Keep escape routes clear.

Observe the battery and charger temperature limits; ask the dealer first if these are missing. Do not charge frozen or potentially damaged batteries.

- Use a suitable, properly installed socket. Check the supply voltage against the charger's input rating.



Additional charging guide. It does not replace the correct charging instructions.

urbanminushopper.de/pages/elektrofahrzeug-laden

05 / URBAN HOPPER

Charging step by step

Follow the safety instructions on the previous page. Park on firm, level ground and secure the vehicle against rolling. Switch off the ignition and other loads; remove the key.

Charging procedure

- Open the charging-port cover. First connect the assigned charger's output plug to the vehicle.
- Only then connect the mains plug to a suitable socket.
- Red indicates charging; green indicates charging complete. Contact the dealer before continuing if the indicators differ.
- After charging, unplug the mains first, then disconnect the vehicle plug. Pull the plug, not the cable, and close the port cover.

The source gives a typical duration of 8–10 hours depending on initial charge. Protect the charger from shocks during transport.

**WARNING**

Do not drive with the charger connected. Stop charging if there is unusual heat, smell, deformation or a fault. Disconnect power only if safe; keep away and call 112 if there is smoke or fire.

05 / URBAN HOPPER

Battery care & storage

Do not open, dismantle, modify or rewire the battery. Removal, replacement and work on internal connections require a competent professional. Never bypass protective circuits.

Check charge regularly and avoid deep discharge. Follow the battery manufacturer's care instructions. Before prolonged storage, obtain the storage charge level and recharge interval from the corresponding battery instructions; clarify missing information with the dealer.

Switch off loads and the main switch and store dry and sheltered. Do not leave the charger permanently connected.

Returning to use

Clean and inspect the vehicle. Check tyres, brakes, steering, lights and latches, and check battery charge. After prolonged or uncertain storage, or if anything is abnormal, arrange professional inspection before charging or driving. Only test slowly in a suitable area once safety is established.

Care & professional checks

Cleaning

Switch off, remove the key and disconnect the charger. Clean surfaces with a soft, slightly damp cloth. Keep liquids out of electrical components. Do not use pressure or steam cleaning. Keep braking surfaces and tyres free of oil and grease.

Arrange regular professional checks

We recommend regular checks of the brakes, steering, running gear, wheels, structural parts, electrical cables and safety-critical fasteners by a qualified workshop. Agree inspection intervals according to use and condition; follow any model-specific requirements.

Have the rear-axle oil level checked regularly by qualified personnel. Have oil grade and quantity selected for the installed axle using its identification and documentation.



WARNING

Do not open the battery, charger, motor or controller or bypass safety functions. Safety-critical repairs and adjustments require competent personnel and the correct documentation.

After an accident, impact or safety-related abnormality, stop using the vehicle until it has been checked and faults rectified. Have work recorded.

06 / URBAN HOPPER

Tyres, brakes & wear

Item	Model-source value
Front reference pressure, cold	225 ± 10 kPa
Rear reference pressure, cold	250 ± 10 kPa
Tread limits in source, front / rear	1.6 / 2.0 mm

- Check pressure only with cold tyres. Have damaged tyres, air leaks, cracks, embedded objects and deformed rims checked and repaired before driving again.
- Replace worn tyres in good time. Have the running gear and brakes checked for uneven wear, vibration or pulling to one side.
- Check braking performance and free return before every drive. Stop driving if stopping distances increase, fluid leaks or unusual noises occur; contact a workshop.
- Use only tyres, brake parts and spare parts suitable for the actual version. Do not guess fastener, brake-fluid or adjustment specifications.

Values from the corresponding model manual. Resolve any conflicting labels or equipment before use.

07 / URBAN HOPPER

Troubleshooting safely

Carry out only the following external checks yourself. Stop driving if a safety-related fault occurs. Do not modify internal wiring, contacts or protective circuits.

Observation	Safe first step
Display remains off	Check the ignition/start control and intended user control of the main switch. If still off: contact service.
No drive	Secure the vehicle. Check the described start procedure, selected direction and release of the parking restraint. Do not force movement with the accelerator.
Low power or range	Check charge, load and tyre pressure. Charge only an undamaged, normal battery using the correct instructions.
Charging fault	Stop charging and disconnect only if safe. Inspect external cables and plugs. Contact service if damaged or the fault remains.
Sudden power loss	Stop safely. Do not repeatedly reset fuses or switches. Have the cause professionally investigated.



WARNING

Do not recreate brake, steering, drive-control or battery faults through risky test drives. Untrained users must not repair the charger or test the controller.

Report the model, fault description and, where available, VIN, mileage and photographs to the service team.

In an emergency or accident



WARNING

Keep away if there is smoke, fire or rapidly increasing heat. Warn others, leave the danger area and call the fire service on 112. State that an electric vehicle and its battery are involved.

- Do not inhale smoke or escaping gases. Do not touch, open or remove the battery.
- Do not move or transport a smoking, burning or very hot vehicle or battery yourself.
- Disconnect power only if you can do so without approaching the hazard or putting yourself at risk.
- After an accident, water ingress or visible damage, stop driving and do not recharge. Arrange professional inspection.

Report a safety problem

Also report non-urgent safety problems to the dealer or Urban Hopper service. Describe unusual heat, smell, smoke, rolling or brake and steering problems. The complaint form is not an emergency service.

Transport & take-back

Transporting the vehicle

Agree transport, loading and securing with the dealer or a suitable transport company beforehand. Do not drive to the workshop with a safety-related defect.

- Use suitable loading equipment and confirmed lifting/tie-down points. Do not lift or secure by mirrors, steering, body panels or the roof.
- No one may remain in the vehicle during transport. Secure loose parts and cargo.
- Do not independently send damaged batteries as ordinary parcels. Report the damage before transport or return.

Return batteries separately

Waste batteries must not be placed in household waste. The crossed-out wheeled bin means separate collection. Do not dismantle the battery. Contact the seller or Urban Hopper service for an appropriate return route.

Report damage, leakage or unusual heating in advance. Return the vehicle, battery and charger under the arrangements applicable to each.

09 / URBAN HOPPER

Inspection & service records

Have the dealer or workshop record inspections and work carried out.
Keep receipts and reports.

Date / km	Work / findings	Workshop / stamp

Next recommended inspection

Datum / Date: _____

km: _____

These entries record work carried out. Statutory rights remain unaffected.

Service and reporting a problem

A fault, transport damage or missing part? We will review your report through the form and discuss the next steps.



Scan the QR code or enter the address in your browser.

urbanminushopper.de/pages/reklamation

Describe the model and fault. The order number, VIN, mileage and photographs help identify the issue. You may also send photographs and documents by email.

You can report an issue without all documents and also by email or telephone. Discuss any return or collection in advance. In an emergency, call emergency services.

Statutory rights concerning defects

Your statutory rights concerning defects apply against your seller. This manual does not restrict those rights. Using the form is not a condition for exercising them.

About this manual

This manual has been prepared carefully and to the best of our knowledge using the available manufacturer and supplier documents, with editorial additions. Errors or unclear information may nevertheless occur. Please report them through the complaint form, by email or telephone, ideally stating the model, manual version and page.

Where safety-related information is unclear, do not use or charge the vehicle until clarified with the dealer or a qualified workshop. Statutory rights and liability remain unaffected.

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