

TWIN

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 Twin
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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

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Dealer name / signature: _____

This manual applies only where the controls and battery version described match your vehicle. Different equipment requires the corresponding instructions.

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.

Use & safety

The Twin is an electric vehicle for the use specified in its vehicle documents. Check the seat, mirrors, tyres, brakes and battery before each drive.

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.

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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.



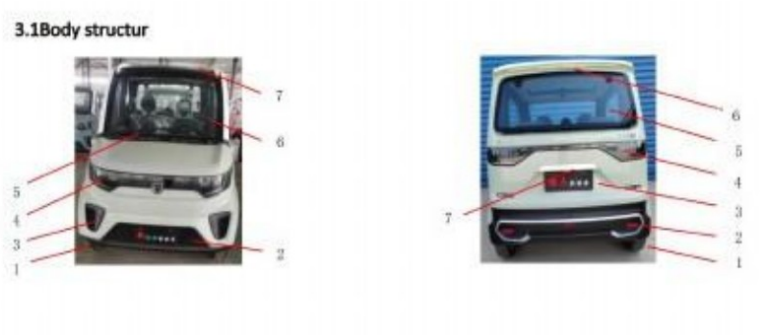
WARNING

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.

Vehicle and instruments



Front and rear views from the model manual.

The overview shows wheels, headlights, position lights, wiper, windscreen, roof opening and rear lights. Check visibility and lighting before driving.

The instrument shows READY, turn signals, main beam, rear fog lamp, reverse, battery charge, speed and mileage. READY indicates drive readiness.

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Cockpit, starting and braking



Cockpit and control panel.

ON switches the ignition on and OFF switches it off. Switch on the main switch, check the display, select direction and gently press the accelerator.

Left pedal: service brake. Right pedal: accelerator. Release the accelerator and apply the brake progressively to slow down. The model documents describe drive cut-off when braking.

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

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Parking brake and main switch



Parking-brake lever with release button.

Pull up the parking-brake lever to secure. To release, lift slightly, press the end button and lower it in a controlled manner. Release fully before driving.

Drive cut-off by the parking brake is described only as an option; do not rely on it. Stop fully, apply the parking brake, switch off the ignition and loads, remove the key and lock the doors.

Main switch: in the left front seat box or in front of the battery compartment. ON = on, OFF = off. Do not repeatedly reset after a protective trip.

**WARNING**

Neutral is not a parking restraint. The vehicle can roll even when no drive direction is selected.

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Lights, indicators and wiper

Left combination stalk

- Light switch OFF: off; position-light setting: side and instrument lights; headlight setting: headlights added.
- With headlights on: move down for main beam, centre for dipped beam and pull up for the headlight-flash function.
- Stalk up: right indicator; down: left indicator. It may cancel after steering; otherwise cancel manually.

Right combination stalk

With ignition ON: OFF = wiper off, INT = intermittent, LO = slow. Do not use on a dry or frozen windscreen. Sound the horn with the steering-wheel button.

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Seats, mirrors and roof

- Operate the seat lever and slide the seat fore/aft. Release the lever and move the seat until it locks. Adjust the backrest using the fitted knob or lever.
- Adjust exterior mirrors and unfold them before every drive. Mirrors and the reversing camera do not replace direct observation.
- To open the roof, press both latches inward and move the handle down. To close, press the latches inward and move the handle up. Check that it closes securely.

Use the labelled console controls for fans, warm/cool air and multimedia. Music functions include play/pause, track selection, volume and USB. Adjust only while stationary.

**WARNING**

Adjust the seat, backrest and mirrors only while stationary. Check that everything is securely locked after adjustment.

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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

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

- The charging inlet is on the rear left of the body. Switch off the ignition and open the cover.
- 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.
- After charging, unplug the mains first, then disconnect the vehicle plug. Pull the plug, not the cable, and close the port cover.

The model documents state about 8–10 hours and a maximum continuous duration of 12 hours. Follow the indications and instructions of the assigned charger.



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.

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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. For prolonged storage, obtain the storage charge level and recharge interval from the instructions for the battery actually installed. Contact the dealer first if information is missing or unclear.

Store the vehicle dry and sheltered, with loads and the main switch off. Disconnect the charger after charging.

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 gear oil, wheel fasteners, suspension, steering and brakes checked regularly by qualified personnel. Agree inspection intervals with the workshop according to use and condition.



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.

Tyres, brakes & wear

- 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.

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.

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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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