

TWIN BASE

Operation • Safety • Care



Motor	Electric motor
Battery	Lead-acid
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 Base
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Vehicle identification number (VIN)

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Copy the number from the vehicle and check it against the vehicle documents.

Handover date	Odometer reading

Dealer stamp / contact details

--

Dealer name / signature: _____

About this manual

The battery instructions apply to the lead-acid version described in the model manual. A different battery version requires the corresponding charging and care instructions.

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

Importer / responsible economic operator in the EU

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Information labels

WARNING identifies a hazard that could cause serious injury or death. Follow the stated protective action. **NOTE** provides additional information.

Intended use & safety

The Twin Base is intended for one driver and one passenger. The model manual specifies a maximum payload of 150 kg. Count the driver, passenger and carried items together. Do not overload.

Operating safely

- Obtain instruction before the first drive. Practise initially in a suitable area away from public traffic.
- Do not drive under the influence of alcohol or drugs, when tired, or when medication impairs your driving.
- Drive with anticipation, keep a safe distance and take corners slowly. Do not operate a phone or multimedia system while driving.

Driving entitlement and road use

The vehicle documents identify the approved version. Before driving on public roads, establish the applicable driving-licence or certificate requirements, minimum age, insurance and identification/registration requirements. Follow the rules in the country of use. Ask the dealer or relevant authority before driving if anything is unclear. Instruction does not replace a legally required driving licence.

Protection and unauthorised use

Fasten seat belts before driving and check that they are secure. Wear firm footwear for safe pedal operation. Observe applicable helmet and seat-belt requirements.

The model manual specifies adult users; the vehicle is not a toy. Children must not drive it or play with the vehicle, charger or keys. Secure it against unauthorised use.

Inspection before use

Before first use, inspect the entire vehicle. Check that the agreed items have been supplied and look for visible transport damage, loose or missing parts, and any assembly work that has not been completed.

Check before every drive

- Tyres and wheels: check for damage, loss of pressure and wear. Ask the dealer for the correct pressures if no clear specification is available.
- Brakes, pedals and steering: check safe operation, free return and unobstructed movement. Keep the footwell clear.
- Check lights, indicators, brake lights, horn and displays.
- Adjust mirrors; check seats, belts, doors and other latches for secure fitting. Secure luggage.
- Check battery charge and visible cables/connections. Fully disconnect the charger before driving.



WARNING

Do not drive if there is damage, a missing safety-critical part, a malfunction or any doubt about safety. Contact the dealer or a qualified workshop. Do not drive the vehicle there while its safety remains uncertain.

We recommend an inspection by a qualified workshop before first use. Have fasteners checked and, where necessary, tightened by a competent person following manufacturer specifications. Do not tighten them indiscriminately.

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

Cockpit overview



Fig. 1 • Twin Base cockpit.

No.	Control
1 / 2	Accelerator pedal / brake pedal
3 / 4	Horn / hazard warning lights
5 / 6	Display / wiper control
7 / 8	Front-panel release / storage area
9 / 10	USB socket / heater control
11	D / N / R selector

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Switching on and moving off



Fig. 2 · Ignition switch and pedals.

- 01** Carry out the pre-drive checks. Adjust the seat and mirrors, fasten the belt and close the doors.
- 02** Keep the vehicle stationary. Initially leave the parking brake applied; do not press the accelerator.
- 03** Insert the key and switch on the ignition. The display must respond.
- 04** Press the “-” brake pedal. Only then select D or R.
- 05** Check that the route is clear. Fully release the parking brake, release the brake pedal in a controlled way and gently press the “+” accelerator.

**WARNING**

The parking brake does not cut drive power. In D/R, pressing the accelerator can move the vehicle even with the parking brake applied.

Driving and reversing



Fig. 3 · Drive selector.

D	Forward drive
N	Neutral: no drive selected; not a parking restraint
R	Reverse with camera and warning sound

Change direction only when completely stationary with the brake pedal held. Accelerate gently and brake in good time. Adjust speed for corners and limited grip; keep a safe distance.

Reversing

Check behind and alongside the vehicle. Reverse slowly. The camera and warning sound assist but do not replace direct observation. Stop immediately if you cannot reliably see that the route is clear.



WARNING

N is not a parking brake. The vehicle can roll even with no drive selected. Use the brake pedal to hold it and the parking brake when parked.

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Parking and parking brake



Fig. 4 • Mechanical parking brake.

- 01** Stop fully on firm, level ground and hold the brake pedal.
- 02** Select N and securely apply the parking brake.
- 03** Switch off the heater and other loads. Switch off the ignition and remove the key.
- 04** Check that the vehicle is secure. Lock the doors and keep the keys away from unauthorised users.

**WARNING**

Do not drive with the parking brake applied. Do not rely on an automatic drive cut-off. Do not leave children or animals unattended in the vehicle.

Steering lock and main switch

The steering lock engages after the ignition is switched off and the steering wheel is turned. Operate it only while stationary and release it before moving off. Switch off the main switch for extended storage. Battery terminals remain hazardous even when the main switch is off.

Lights, indicators and horn



Fig. 5 · Light stalk and display.

Headlights

The front light comes on with the power supply. Turn the stalk end to select the lighting function. Pulling the stalk operates the high-/low-beam function. Check the relevant display indicator.

Indicators and hazard lights

Indicate before turning or changing lanes and check the tell-tale. The hazard warning control is marked 4 in the cockpit image.

Familiarise yourself with the switch positions while stationary before the first drive. Ask the dealer for instruction if operation is unclear.

Horn and visibility

The horn is marked 3 in the cockpit. Check it before driving. Have faults in safety-relevant lights repaired before continuing.

Wiper and washer fluid



Fig. 6 · Wiper stalk and front release/reservoir.

Operating the wiper

Move the control stalk down to switch on the wiper. Pull it towards you to spray washer fluid onto the windscreen.

Do not run the wiper on a dry or frozen windscreen. Switch off the ignition and remove the key before cleaning or working on the wiper. Keep hands clear of moving parts.

Refilling washer fluid

The pull handle in the driver area releases the front panel and provides access to the washer reservoir. Use suitable washer fluid. Close the reservoir and check that the front panel is securely latched afterwards.

Heating, ventilation and roof



Fig. 7 • Heater control and roof console.

Heater and fans

The heater control is in the centre console; the fans are in the roof console. The rocker switches there are marked I (on) and O (off). Switch off the heater when leaving the vehicle.

Interior light

An I/O rocker switches the interior light on and off. Do not cover ventilation openings; make sure the windows provide a clear view before driving.

Roof opening

Use the intended control to open and close the roof. Do not force any parts. Ask the dealer to demonstrate roof operation and latching at handover. Stop operating it if its function is unclear.

Seats, doors and visibility



Fig. 8 • Manually folding exterior mirrors.

Before moving off

Adjust the seat so you can safely reach the steering wheel and both pedals. Adjust only when stationary and check the latch afterwards.

Close the doors securely. The door windows are operated manually. Keep hands and objects away from the closing path of windows and doors.

Mirrors and reversing camera

Unfold and adjust the mirrors before driving so you can see behind. Keep the camera and windows clean. The camera does not replace observation of the surroundings.

Seat-exit warning

A warning sound is emitted when the driver leaves the seat. It does not replace switching off the drive or securing the vehicle against rolling. Always complete the full parking procedure.

Fitting the exterior mirrors



WARNING

Incorrectly mounted mirrors may impair visibility or come loose. Fit only with adequate competence. Ask the dealer or a qualified workshop to do it if unsure.



Fig. 9 • Left/right parts and cover.

- 01** Identify the left and right covers and retaining clips; do not interchange them.
- 02** Place the cover on the matching mirror.
- 03** Secure with the intended screws. The model manual specifies six screws for fitting the mirrors.
- 04** Fit the black retaining clip/cover as illustrated. Check secure mounting and adjustability.



Fig. 10 • Securing and finishing the mirror assembly.

Carry out assembly only with adequate competence. Ask the dealer or a qualified workshop to do it if unsure.

Fitting the windscreen wiper



WARNING

The wiper arm is spring-loaded. Do not let it snap against the windscreen. Protect the glass during fitting; switch off the ignition and remove the key.



Fig. 11 · Connecting the wiper blade and washer hose.

- 01 Identify the supplied parts. Open the retaining clip, insert the blade and close the clip securely.
- 02 Connect the washer hose as illustrated.
- 03 Fit the wiper arm to the intended mounting and secure it with the nut. Fit the protective cap.
- 04 Remove the transport protection only after assembly is complete. Check operation on a wetted windscreen.



Fig. 12 · Fitting to the wiper mounting.

Have the wiper arm secured correctly. Ask the dealer or a qualified workshop to fit it if the mounting position or fastening is unclear.

Battery & safe charging

Lead-acid battery • nominal voltage 60 V. Use only the charger assigned to this vehicle and battery. Matching voltage or connector shape alone does not establish compatibility.



WARNING • SUPERVISE CHARGING

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

- Before charging, inspect visible battery and charger parts, cables and plugs. Do not use damaged or abnormal components.
- Charge in a dry, well-ventilated place. Place the charger securely on a non-combustible surface; do not cover it.
- Keep combustible materials, sparks and naked flames away. Do not charge in escape routes; keep children away.
- Do not charge in extreme cold or heat. Follow any additional battery and charger temperature instructions; ask before charging if unclear.
- Use a suitable, properly installed socket. Check the supply voltage against the charger input rating.



Additional charging guide. It does not replace the model-specific instructions.

urbanminushopper.de/pages/elektrofahrzeug-laden

Charging step by step

- 01** Park securely, apply the parking brake, switch off loads and the ignition, and remove the key.
- 02** Check the charging location and components; use only the assigned charger.
- 03** Open the charging-port cover. Connect the charger output plug to the vehicle.
- 04** Only then insert the mains plug into a suitable socket.
- 05** Supervise charging. Red means charging; green means charging complete. If the indications differ, contact the dealer before continuing to charge.
- 06** Once charging is complete, unplug the mains plug from the socket first.
- 07** Then remove the charger plug from the vehicle. Pull the plug, not the cable.
- 08** Close the charging port and store the charger safely in a dry place.



WARNING

Do not drive with the charger connected. Stop charging if there is unusual heat, smell, deformation or a fault; follow page 21.

The model manual gives a typical charging time of approximately 7–8 hours, depending on the starting charge level. Disconnect when completion is indicated; do not continue merely to reach a set number of hours.

Battery care and storage

After use

Check the charge level regularly and recharge in good time using the correct charger. Do not deliberately run the battery empty. Switch off loads after driving.

During extended storage

- 01** Store the vehicle in a dry, sheltered location and secure it against rolling and unauthorised use.
- 02** For the lead-acid battery covered here: charge before extended storage. Switch off the heater, lights and ignition and remove the key.
- 03** Switch off the main switch for extended storage.
- 04** Check the charge level during storage and recharge the battery at least once a month.
- 05** Do not leave the charger permanently connected. Supervise every recharging session.

Returning to service

Inspect the vehicle and cables for damage. Check tyres, brakes, steering, lights and latches. Arrange professional inspection before charging or driving if there is damage or the storage history is uncertain.

Care and professional checks

Cleaning

Before cleaning, switch off the ignition, remove the key and disconnect the charger. Clean surfaces with a soft, slightly damp cloth. Keep liquid out of electrical components. Do not use high-pressure or steam cleaning.

Regular professional inspection

We recommend regular checks of the brakes, steering, running gear, wheels, structural parts, electrical cables and safety-critical fasteners by a qualified workshop. Agree an inspection interval with the workshop based on use and condition.



WARNING

Do not open the battery, charger, motor or controller. Do not bypass protective circuits. Do not adjust brakes or safety-critical fasteners without competence and confirmed specifications.

After an accident, impact or safety-related abnormality, stop using the vehicle until it has been professionally checked and faults corrected. Have work recorded on page 23.

Troubleshooting safely

Observation	Safe first step
Display remains off	Check ignition position. Check the main switch only at its intended user control. Contact service if it still does not work.
No drive	Secure the vehicle. Check the brake-pedal and drive-selection start sequence. If the fault remains, stop trying and contact service.
Reduced power	Stop safely and check the charge display. Charge only an undamaged, normal battery according to the charging instructions.
Sudden power loss	Stop safely. Do not repeatedly reset switches or protective devices. Have the cause professionally investigated.
No charging light	Stop charging and disconnect from the mains only if safe. Inspect external cables/plugs; contact service if damaged or still not working.



WARNING

Do not clean battery contacts or rearrange internal wiring to diagnose a fault. Do not test the controller or repair the charger yourself.

Report the issue, model and, where available, order number, VIN and photos to service (page 24). Do not carry out risky test drives or recreate a dangerous fault for photographs.

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, do not continue driving or recharge. Arrange professional inspection.

Reporting a safety problem

Also report non-urgent safety issues to Urban Hopper service. The complaint form is not an emergency service. In particular, describe unusual heat, smell, smoke, rolling, or braking/steering problems.

Transport and take-back

Transporting the vehicle

Arrange transport, loading and securing with the dealer or a suitable transport company beforehand. Do not drive the vehicle to a workshop if it has a safety-related fault.

Do not lift or tie down using mirrors, steering, roof console or other unapproved components. No person may remain in the vehicle during transport. Do not independently send damaged batteries as ordinary parcels.

Return batteries separately

Waste batteries must not be placed in household waste. Return them through a suitable collection route. The crossed-out wheeled bin means separate collection; Pb identifies lead. Do not dismantle the battery yourself.

Contact service about a return or collection. Report damage, leakage or unusual heating before transport. Return the vehicle, battery and charger according to the arrangements applicable to each.

Inspection & service records

Ask the dealer or workshop to record inspections and work actually carried out. Keep receipts and inspection reports.

Date / km	Work / findings	Workshop

Next recommended inspection (workshop entry):

Date: _____ Odometer: _____

These entries record work performed. Statutory rights remain unaffected.

Service and reporting a problem

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



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

urbanminushopper.de/pages/reklamation

Please describe the fault and name the model. Your order number, VIN, mileage and photos help us identify the issue. Photos and supporting documents can also be sent by email.

You can also report an issue without complete documents, by email or telephone. Please discuss returns or collection in advance. In an immediate 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 the information in this manual

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

If safety-related information is unclear, do not use or charge the vehicle until the dealer or a qualified workshop has clarified it. Statutory rights and liability under applicable law remain unaffected.

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