

USER MANUAL • ELECTRIC VEHICLE

TWIN PLUS

Operation • Safety • Care



Motor	Electric motor
Battery	Gel lead-acid or LiFePO4
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 Plus
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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: _____

The battery instructions distinguish gel lead-acid and LiFePO₄. Follow the section for the battery actually fitted and identified by the dealer.

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 Plus is intended for level roads. Carry people, luggage and other loads only within the limits of the actual vehicle 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.

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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 connections



Twin Plus side components.

No.	Component
1	Exterior mirror
2	Outer door handle
3	Charging inlet
4	Side lamp

Adjust mirrors before driving and do not drive with them folded. Close doors and the charging cover securely.

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Cockpit and driving controls

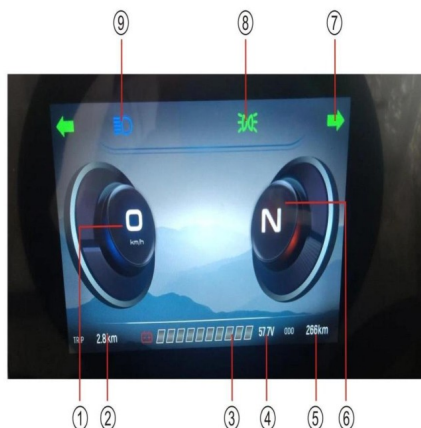


Controls for the corresponding version.

The cockpit includes steering wheel, brake and accelerator pedals, drive selector and start/stop button. Light and wiper stalks are on the steering column.

Volume, airflow, cooling/heating controls and USB are in the console. Identify all controls while stationary before first use.

Instruments and indicators



Instrument display.

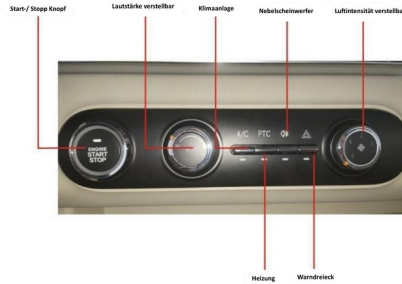
No.	Display
1 / 2	Speed / trip distance
3 / 4	Charge bars / voltage display
5 / 6	Odometer / drive position
7 / 8 / 9	Hazard indicator / running light / main beam

Recharge in good time when charge is low. Do not continue with an unexplained warning.

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Starting and driving

• Start mit einer Taste



Der Ein-Knopf-Start befindet sich in der Mittelkonsole.

Andere sind der Lautstärke der Klimaanlage, der Schalter für die Nebelscheinwerfer für die Luftmenge.

Bei nebligem Wetter oder schlechten Sichtverhältnissen müssen eingeschaltet werden, um die Sicht zu verbessern.

Wenn vorübergehend geparkt wird, muss sich ein Unfall ereignen, muss rechtzeitig eingeschaltet werden.

Start/stop button and comfort controls.

- Inspect the vehicle, adjust the seat and mirrors, close doors and fasten fitted belts. Switch on the main switch and enable drive readiness with the start/stop button.
- Select D for forward or R for reverse. Check the display, release the parking restraint and press the accelerator gently.

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



WARNING

Do not coast downhill in neutral N. Control speed in good time with the service brake and stop safely if braking performance decreases.

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Parking brake and stopping



Parking brake and drive selector.

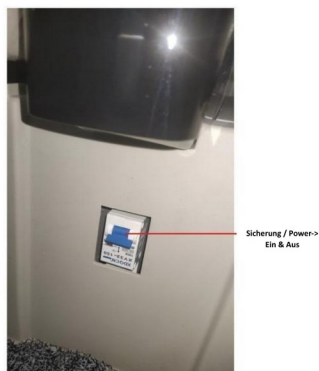
- Pull up the lever between the seats to apply. To release, lift slightly, press the end button and lower the lever.
- Stop fully, select N, apply the parking brake and switch off drive readiness and loads. Take the key/remote and lock the doors.

**WARNING**

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

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Main switch and remote



Main switch below the centre console.

According to the model manual, the lower position closes the circuit and the upper position disconnects it. Check the labels before operating; clarify any different version.

Depending on version, the remote may operate the rear hatch and start/stop functions. Have its actual button functions explained at handover. Prevent accidental operation.

**WARNING**

Do not use the main switch as a normal brake while moving. Switching off does not make battery terminals voltage-free.

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Lights, wiper and climate controls

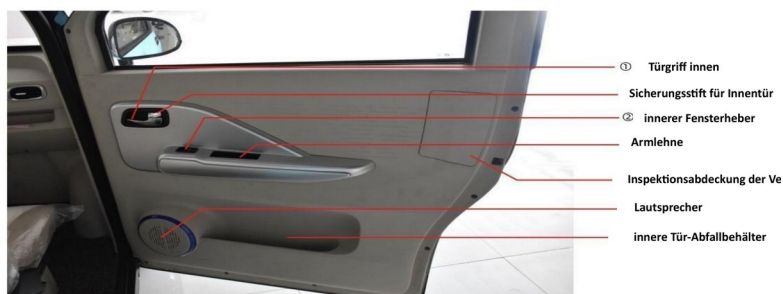


Lights, wiper, washer reservoir and pedals.

- Select lighting using the labelled stalk; indicate before turning or changing lanes. Check the indicators.
- Operate the wiper and washer with the right-hand stalk. Do not wipe a dry or frozen windscreen.
- Set airflow, cooling and heating with the appropriate centre-console controls. Ensure clear visibility before driving.

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Seats, doors and windows



Einführung in die Funktion der Innentür

Door handle and electric window switch.

- Lift the seat slide handle, move the seat and relock it. Adjust the backrest with its lever.
- Unlock with the remote or key and pull the exterior handle. Operate handle 1 inside.
- Press the window switch to lower and pull to raise the glass. Keep the closing area clear.



WARNING

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

Using multimedia



Multimedia interface.

The interface includes Back, Home, telephone, radio, settings and music. Swipe down from the top edge to adjust volume and brightness.

Pair a phone, select destinations and change settings only when safely parked. Do not watch videos while driving.



WARNING

Multimedia must not impair visibility or attention. Do not activate vehicle functions by experimenting with an unclear software display.

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Battery & safe charging

Depending on version, a gel lead-acid or LiFePO₄ battery is fitted. Identify the type from its label and do not mix up batteries and chargers.

**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.

Preferably charge at 10–30 °C, and charge LiFePO₄ only above 0 °C. The model documents prohibit charging in enclosed rooms; choose a dry, open, well-ventilated place. Do not charge in rain.

- 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

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Charging step by step

Park securely, apply the parking brake and switch off electrical loads and drive readiness. Use only the charging equipment assigned to the installed battery.

Version with onboard charger

For this version, use the assigned charging cable. Fold the rear seats provided for this purpose during charging to keep the charger ventilated. Do not open electrical covers.

Connect the assigned charging cable to the intended vehicle inlet and the socket as specified by the matching charger instructions. Clarify the connection order first if the charging equipment differs.

Interpret the charge indicator and completion signal using the instructions for the assigned charging equipment. Do not continue charging with an unknown or unexpected indication; contact the dealer.

The model manual limits a charging session to 12 hours. Disconnect after the indicated end of charging; do not force a minimum number of hours.

**WARNING**

Seat folding and charging equipment must match the actual version. Do not charge if their configuration is unclear or unusual heating occurs.

After charging, disconnect the mains first and then the vehicle connection. Securely lock the seat before driving.

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.

Gel lead-acid

Recharge promptly after each use. For extended storage, keep fully charged, cool, dry and ventilated; recharge about monthly.

LiFePO4

Partial charging is possible. Store at about 50–60% charge during extended non-use and check about every three months, recharging if needed. Monthly full charging to refresh it is not required.

Switch off the main switch for extended storage. Supervise each charge and disconnect afterwards.

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 gear oil checked and changed as needed. The model documents recommend an oil change after more than four months of storage.



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.

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Tyres, brakes & wear

Item	Model-source value
Front / rear cold pressure	280 / 280 kPa (2.8 / 2.8 bar)

- 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.

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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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