

For reference only. Actual product may vary.

AESC DV6.7 Motor Controller User Manual

FOR SAFETY, PLEASE READ THIS MANUAL PRIOR TO USE.
Follow this user manual precisely to prevent potential hazards or property damage.

IMPORTANT SAFETY INSTRUCTIONS



READ AND FOLLOW ALL INSTRUCTIONS BEFORE USE. FAILURE TO COMPLY MAY RESULT IN FIRE, ELECTRIC SHOCK, SERIOUS INJURY, OR DEATH.



DANGER

Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

1. VOLTAGE LIMIT

- Maximum Safe Input Voltage: 12S Li-ion configuration (50.4V).
- NEVER use with 13S or higher battery configurations.
- Verify motor voltage compatibility before connection.

2. REVERSE POLARITY

- Incorrect battery (+) to (–) wiring will cause permanent damage, fire, or explosion.
- Double-check all connections before powering on.

3. REGENERATIVE BRAKING RESTRICTIONS

- Regenerative braking MUST NOT be used with switching power supplies.
- Battery systems SHALL have pre-configured regen current limits.



WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

1. HIGH SURFACE TEMPERATURE

- Controller surface should not exceed 85°C (185°F) during operation.
- Severe burn hazard: Always wear heat-resistant gloves (>93°C(200°F) rated) when handling.
- Do not touch during operation or within 10 minutes after shutdown.

2. ELECTRICAL HAZARDS

- Incorrect wiring may cause fire, electric shock, or explosion.
- Always disconnect batteries before installation/maintenance.

3.CHOKING HAZARD

- Contains small parts. Keep out of reach of children under 3 years.

4.OPERATIONAL WARNINGS

- Immediately power off if product emits unusual noise, odor, or smoke. Contact support.
- Disconnect batteries during extended non-use.
- Never modify this controller. Unauthorized alterations void warranty.

5.AGE RECOMMENDATION

- Not for children under 16 years. This is not a toy.



CAUTION

Indicates a potentially hazardous situation which, if not avoided, may result in minor/moderate injury or product damage.

1.ENVIRONMENTAL REQUIREMENTS

- Dry environments ONLY. Not waterproof.
- Install in flat, stable locations away from heat sources/direct sunlight.

2.MAINTENANCE

- Clean only with dry cloth. Ensure no dust/debris accumulates on product.
- Prevent foreign substances from entering ports/vents.

3.PHYSICAL HANDLING

- Avoid drops, impacts, or bending cables.
- Keep body/clothing and all other objects clear of rotating motor shafts.

OVERVIEW

- The Autoro AESC DV6.7 motor controllers deliver robust performance and high power density in a compact form factor.
- It is designed for low voltage EV applications like skateboards, bikes, scooters, robots and much more.
- Running on the open-source VESC firmware, these motor controllers offer high customizability and adaptability for a diverse range of motor applications.
- This product features a spark-proof safety design and supports dual-motor synchronous control. It comes standard with an Autoro S16 (16mm self-locking metal button) switch, enabling secure one-button power on / off operation.

LED INDICATOR STATUS

- **Blue:** Device is powered up.
- **Green Dim:** SW Running >> Software(Firmware) installed and running.
- **Green Bright:** Device is driving the motor.
- **Red:** Fault code, something is wrong! Read out the fault code in VESC Tool.

Power Control Instructions

The controller is a passive device and requires an external power supply. The operational logic is as follows:

ON Mode:

- Slide switch to ON.
- Anti-spark function: Output delays briefly (~tens of ms) after power-on to prevent sparks.
- Current flows continuously once engaged.

Important Notes:

- Avoid unplugging / replugging power within 30s (risk of sparks).
- Autoro S16 Switch control is disabled.

Controlled Mode:

- Slide switch to OFF.
- With Autoro S16 Switch installed:
 - Press and lock → Circuit ON (LED on).
 - Press again to release → Circuit OFF (LED off).
- Without Autoro S16 Switch: Input / output stay disconnected.

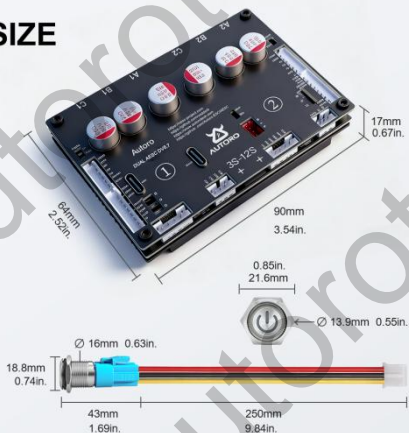
Warnings:

- ⚠ High-voltage DC hazard – Disconnect power before installation/maintenance.
- If LED stays off, check input polarity and Autoro S16 Switch connection.

FEATURES

- Controlled by the STM32F4 microcontroller, frequency up to 168MHz.
- Sensored and sensorless FOC with auto-detection of all motor parameters.
- Brushless, brushed DC motors and IPM motors are supported.
- Robust starting torque performance in both sensorless and sensored modes.
- Support four control modes: Duty-cycle Control, Speed Control, Current Control and Position Control.
- Real-time data logging and monitoring.
- Adjustable protection against:
 - Low input voltage limit.
 - High input voltage limit.
 - High motor current limit.
 - High input current limit.
 - High regenerative braking current limit (separate limits for motor and input).
 - High ERPM limit (separate limits for each direction).
- Overtemperature protection.
- Supports motor temperature detection and is compatible with motor temperature sensors including: NTC 10K at 25°C, NTC 100K at 25°C, PTC 1K at 100°C, KTY83/122.
- The compact controller design fits in any confined space. AESC DV6.7 have the same size: 90mm * 64mm * 17mm (3.54in * 2.52in * 0.67inch).

SIZE



TECHNICAL SPECIFICATIONS

SPEC \ Model	AESC DV6.7
Voltage	Safe for 3S~12S(12-50.4 V)
Current	50A Continuous per channel,dual independent
ERPM	150,000
Motor Control Modes	BLDC square wave and FOC sine wave
Supported Sensors	Sensorless,HALL, ABI, AS5047,AS5048A
Control Interface Ports	USB,UART
Input Set Support	PPM,ADC,UART
Battery Wire	10AWG
Phase Wire	12AWG
Regenerative Capacity	Yes
Programmable	Yes

WHAT'S IN THE BOX?

Product Name	Qty	DV6.7
AESC DV6.7 Controller Unit	1	√
USB Type-C	1	√
HST(Heat Shrink Tubing), L=300mm	2	√
Male Banana Plug, $\phi 4\text{mm}$	6	√
Female Banana Jack, $\phi 4\text{mm}$	6	√
PH2.0 3-Pin to 2.54mm Pitch Dupont Header Adapter Cable, L=200mm	1	√
PH2.0 6-Pin Single-Ended Cable, L=150mm	2	√
PH2.0 8-Pin Single-Ended Cable, L=150mm	2	√
XT90H-F & XT90H-M	1	√
Autoro S16 Switch	1	√
User Manual	1	√

HARDWARE INSPECTION

Required Equipment for hardware check: Multimeter, Adjustable Switching Power Supply.

1. Pre-Energization Short Circuit Check

• Procedure:

- a. Set multimeter to continuity test mode (buzzer).
- b. Test between:
 - VIN+ and VIN- terminals
 - 5V output and GND
 - 3.3V output and GND
- c. Pass Criteria:
 - No continuity observed between any tested terminals.

2. Current-limited Power Supply Verification

• Configure adjustable power supply parameters:

- a. Output voltage: 12 V DC
- b. Current limit: 100mA (constant current mode)

• Apply independent power to the controller module, observe LED status:

- a. Blue LED illuminates within 0.5s (power good)
- b. Green LED activates within 10s (system ready)

3. Output Voltage Validation

• Maintain power supply, measure with multimeter in DC voltage mode:

- a. 5V output to GND: Tolerance $\pm 5\%$ (4.75~5.25V)
- b. 3.3V output to GND: Tolerance $\pm 5\%$ (3.14~3.47V)

4. Hardware Inspection Completion

- Safely disconnect power supply.
- Remove all test leads.

Notes:

- Damage Inspection: Visually examine PCB for: burnt components, broken traces, swollen capacitors, report anomalies to Autoro.service@hotmail.com (attach high-res photos of damaged PCB).
- Please read all the terms & conditions before purchasing the product from Autoro for claiming warranties or making returns.

General Connection Instructions

1.Motor Phase Wiring: The initial connection order of the motor phase wires (A/B/C) to controller phase outputs (A/B/C) may be arbitrary. *If the motor rotates in the wrong direction*, swap any two phase wire connections **or** adjust motor direction setting in VESC Tool.

2.Position Sensor Connection (If Applicable): Connect the sensor to the controller's sensor interface for motors equipped with position sensors.

3.USB Communication Setup: Use a USB Type-C cable to connect the computer to the controller.

4.Power Supply Selection: Select a power supply whose voltage is within both controller operating range and motor rated voltage range.

5.Power Connection: Connect the power supply to the controller's power interface. *Critical: Verify correct polarity(+/-) before energizing.*

6.LED Status Indication:

- Power-on: Blue LED illuminates immediately.
- System ready: Green LED activates within 10 seconds (initialization complete)

7.Technical Support:

- For installation , email detailed information to: Autoro.service@hotmail.com
- Preliminary response within 3 business days.

HARDWARE CONNECTION

To connect AESC to a motor via banana connectors, proceed as follows:

AESC and Female Banana Jack



1.Prepare components:

- AESC three-phase wires (A/B/C)
- Female Banana Jack
- Heat shrink tubing

2.Solder the wires: Solder each phase wire to separate Female Banana Jack

3.Apply heat shrink tubing after solder joints cool completely:

- a. Cut heat shrink tubing to appropriate length.
- b. Slide tubing over solder joint and connector body.
- c. Ensure complete coverage of all metal parts.
- d. Heat evenly with a heat gun (130-150°C). while rotating until snug.

If connection between AESC and battery using XT90 connectors is required, proceed as follows:



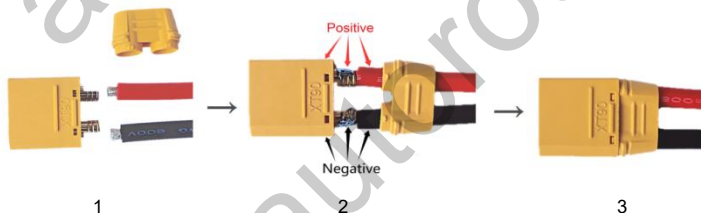
WARNING: POLARITY MUST NOT BE REVERSED.

Reversed connection will cause permanent equipment damage.

Inspection Before Soldering:

- Visually verify polarity (+/-) 3 times.
- Cross-check with user manual.

AESC and XT90H-M



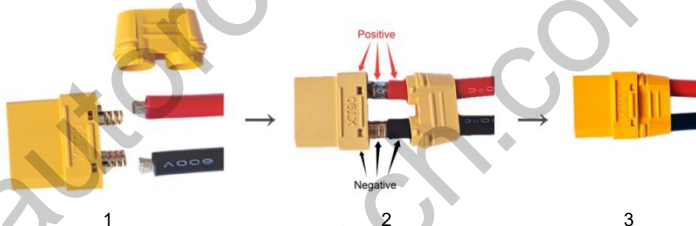
1. Prepare AESC and XT90H-M

2. Solder wires: • Positive (+): Solder the red power wire to the side marked + on XT90H-M.

• Negative (-): Solder the black power wire to the side marked - on XT90H-M.

3. Assemble the housing: After the solder joints have completely cooled, reassemble the insulation housing onto the XT90H-M body until you hear a "click" or confirm it is fully secured.

Battery and XT90H-F



1. Prepare Battery and XT90H-F

2. Solder wires: • Positive (+): Solder the red power wire to the side marked + on XT90H-F.

• Negative (-): Solder the black power wire to the side marked - on XT90H-F.

3. Assemble the housing: After the solder joints have completely cooled, reassemble the insulation housing onto the XT90H-F body until you hear a "click" or confirm it is fully secured.

XT90H-M and XT90H-F



Inspection After Soldering:

Test connections with a multimeter immediately after soldering:

- Check for short circuits.
- Confirm correct polarity.
- Connect XT90H-M and XT90H-F

SOFTWARE SETUP

In this tutorial we will configure AESC motor controller in combination with a BLDC (Brushless Direct Current) motor.

We will run the motor in FOC (Field-Oriented Control) mode.

1. Download and Install VESC Tool

- Download the latest stable version of VESC-Tool compatible with your operating system (Windows / macOS / Linux) from the official website:

https://vesc-project.com/vesc_tool.

Run the installer and follow the on-screen instructions to complete the installation.

2. Run VESC Tool and Connect to the controller

- Launch VESC Tool on your computer.
- Click the "**Auto Connect**" button on the main interface.
- Upon successful connection, the bottom-right corner of the main interface will display: "**Connected (serial) to COM3**".

3. Initial Motor Parameter Detection

• Pre-Detection Verification

- a. Ensure the motor is securely mounted and its rotor rotates freely.
- b. Keep all objects clear of the motor shaft rotation path.
- c. Verify motor phase wires (A/B/C) are correctly & securely connected to controller terminals.
- d. For sensor-equipped motors (e.g., Hall/Encoder), confirm proper connection to the sensor interface.

• Motor Configuration

- a. Access FOC Setup: In the VESC Tool's main interface, click "**Setup Motor FOC**".
- b. Carefully read all warnings and instructions in the setup wizard.
- c. Configure parameters according to your motor specifications: Motor type (Inrunner / Outrunner), Battery Type, Battery Cells Series, Battery Capacity, Number of motor pole pairs,etc.
- d. Pre-Detection Checks:Verify all settings and confirm safety conditions.
- e. Initiate Detection: Click "**RUN DETECTION**" to initiate the process.
- f. Progress and status will display in real-time.
- g. The motor will emit audible beeps and begin slow rotation.
- h. Completion: Detection typically completes within 30--120 seconds.

• Complete Detection

a. Successful Detection Output: Upon successful detection, the following parameters will be displayed:

• Resistance (R) • Inductance (L) • Flux linkage (λ) • Sensor Status

b. Rotation Direction Test:

• Motor Direction OK: Click "**FWD**" and "**REV**" to check motor direction → Click "**FINISH**" to complete setting if the direction is OK.

• Motor Rotation Reversed: Click the "**Inverted**" on to change motor direction → click "**FWD**" and "**REV**" to confirm motor direction → Click "**FINISH**" to complete setting.

Congratulations! The motor parameters have been successfully detected and configured.

For comprehensive controller configuration, refer to the official VESC project step-by-step guide.

Official VESC configuration guide link: <https://vesc-project.com/node/178>



Autoro AESC github link: <https://github.com/Autoro-ESC/AESC>



SAFE SETTINGS AND OPERATION FOR MOTOR AND BATTERY SETTINGS

(Motor Settings Panel, General):

WARNING: This device is intended to be used with the original Open Source Software VESC Tool. Usage of other software than stated voids warranty and statement of conformance! This is a guide to set up your device within the measures of safe operation. Stay safe! To prevent injuries, operate your motor without attached propellers, wheels and / or moving mechanical parts when doing/changing your setup. Stay clear of any moving parts! The motor may spin during setup. If you are not an expert, please use the Wizards for Setup! Additionally apply safe settings for the temperature cutoffs to prevent over heating.

- **BLDC Mode:** Block Commutation (Trapezoidal), more noise, less efficient, sometimes lesser likelihood to experience problems.
- **FOC Mode:** Sinusoidal Commutation (Sine Wave), free of noise / vibrations, more efficient, more complex.
- **Sensors:** Does your motor/setup incorporate motor sensors? Do you want to use them? (Hall, ABI, AS5047P Sensors)
Did you check and adjust the sensor voltage (3.3V / 5V)?
- **Battery Cutoff Start:** System decreases power usage when voltage drops below defined value, e.g. 3.4V per cell for LiPo (battery protection/health).
- **Battery Cutoff End:** System stops motor when voltage drops below defined value, e.g. 3.1V per cell for LiPo (battery protection / health).
- **Motor Current Max:** Defines maximum allowed Amp draw for the Motor. Can your motor cope with your setting? Does anything get hot during operation?
- **Motor Current Max Brake:** Defines maximum allowed current being generated by the motor (regenerative braking).
Warning: Wrong settings may overstress your motor/generator and/or battery! Read the warnings below!
- **Absolute Maximum Current:** Max Amp flow allowed in your electrical system (peak).
- **Battery Current Max:** Max. allowed continuous current drain according to batteries technical data sheet. Read warning below!
- **Battery Current Max Regen:** Max. current fed back into your battery pack. Check batteries data sheet to prevent dangers or battery damage. Read warnings below!
- **MOSFET Temp Cutoff Start:** System decreases power usage when temperature reaches this value, default 85°C (185°F)

- **MOSFET Temp Cutoff End:** System stops motor operation when temperature reaches this value, default 100°C (212°F)
- **Motor Temp Cutoff Start:** System decreases power usage when temperature reaches this value, default 85°C (185°F). Motor Temp sensors needed for this feature.
- **Motor Temp Cutoff End:** System stops motor operation when temperature reaches this value, default 100°C (212°F). Motor Temp sensors needed for this feature.

Please visit <https://www.vesc-project.com/documentation> for more Information. If you are unsure about any setting inform yourself or send us an email to prevent any danger. Start using values on the safe side and check if any part of your electrical system starts to heat up beyond safe limits of operation.

Warning: When using the motor as a generator (e.g. as a regenerative motor brake), your battery will be charged with the setting found in **Motor Settings >> General >> Current Tab** of VESC Tool. The Battery Current Max Regen value will define the maximum Amp flow pushed towards your battery when the motor is operated as a generator (e.g. during regenerative braking). Make sure your battery can handle the amp flow, as defined in the settings mentioned above. The maximum battery charge currents can be found in the batteries documentation and data sheets. Never use your motor as a generator when your battery is fully charged, especially if your battery is vulnerable to catch fire or explode when overcharged. **LITHIUM BATTERIES** and other types of **Batteries ARE potentially DANGEROUS!**

Depending on your application you may need to include a Battery Management System (BMS) to safely operate your battery and to give you feedback, when the battery is fully charged. Stop using the motor as a generator until your battery is discharged enough to cope with regenerative braking again. **Never drain more Amps** than your battery and/or motor can cope with (Max rating for continuous Amp flow). Use safe settings for all parameters found in the **Motor Settings >> General >> Current Tab!**

For additional setup assistance, contact our technical support.

INTEGRATION & WIRING DIAGRAM

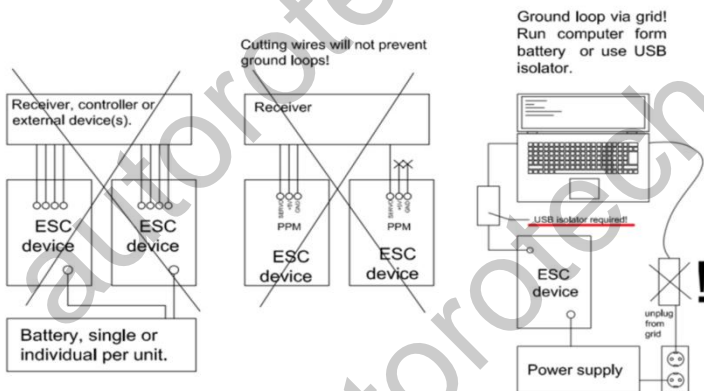
Integrating your controller into an electrical system:

Your motor controller is designed to be integrated into a battery powered electrical system only! The sketch below shows how to integrate your Controller into such a system.

Minimum requirements for safe operation:

1. Integration of a safety **power cut-off**.
2. The integration of a **FUSE**, rated in accordance of your electrical system (weakest part of the system).
3. Use of a **compatible input device** (legal to operate, free of interference, reliable).
Shown: **PPM** (Pulse Position Modulated) 2.4GHz receiver
4. Using safe setting for the operation in accordance with your electrical system and components involved.
5. Use a Battery Management System (BMS) if the motor is used for regenerative braking or as a generator.
6. Follow general safety measures for your device/system, as legally required. Do not operate above a voltage you can safely handle or being allowed to safely handle.

Never share any connections with other controller devices. This will typically create a ground loop. Ground loops will damage your controllers. Only the battery ground may be shared. Use optocouplers instead.

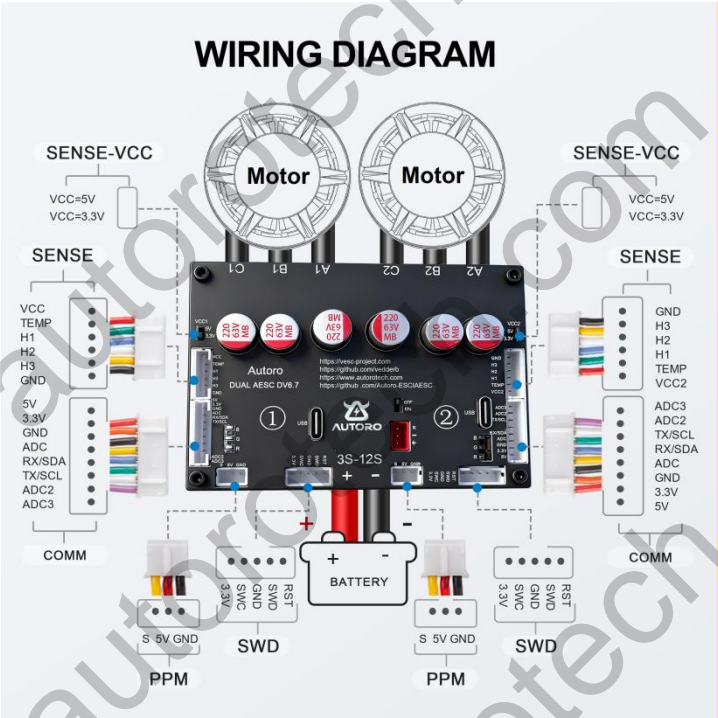


Cutting wires will not prevent ground loops!

Ground loop via grid! Run computer from battery or use USB isolator.

AESC DV6.7 Wiring Diagram

WIRING DIAGRAM



CONNECTORS AND SWITCHES

Your controller is equipped with **USB,PPM,COMM,SWD** and a **SENSOR** ports. The following List will give you an idea how to interconnect the device to other devices.

Sensors: Sensor Port for **ABI,HALL** or **AS5047P** motor position sensors. Motor sensors allow precise and powerful rotation of the motors rotor from a random (standstill) Check and adjust the sensor voltage (3.3/5V)!

Did you check the wiring scheme of your sensor cable?

NRF: UART port for connection of NRF transceivers or other UART devices.

SWD: Serial Wire Debug allows to access the STM32 Chip while running your motor controller:Diagnostics,debugging and real time data.

COMM: I2C,UART and ADC Interface to allow communication with other devices, such as microcontrollers (e.g.Arduino,Raspberry Pi) or using analogue input devices (e.g.analogue throttle)

PPM: Connect input devices using Pulse-Position Modulation e.g.a 2.4GHz transceiver for controlling the motors output power and speed (Radio control).

Never connect one receiver to two or more ESC controllers in an array! Permanent damage may result from Y-PPM wiring!

Motor A,B,C: Connectors for three phase wired BLDC Motors(Coil A,B,C). In most cases the motor wires can be plugged in randomly.If you know your motor phases plug in the phases accordingly (Yellow=A, Blue=B, Red=C) to be displayed correctly in the VESC Tool real time data analysis. DC-Motors use only connections A & C, B will be remained unplugged!

USB: USB-Port to connect to a computer for the purpose of configuration,firmware updates and real time data analysis.

INTERFACE DEFINITIONS

Interface Connection Diagram:

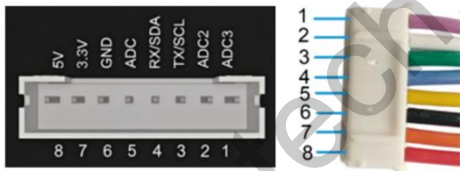


AESC DV6.7 SWD (Serial Wire Debug)



PIN No.	Silkscreen	Description
1	RST	Reset
2	SWD	Serial Wire Debug I/O
3	GND	Ground(-)
4	SWC	Serial Wire Clock
5	3.3V	3.3 Volt

AESC DV6.7 COMM



Typical Function Mapping for UART/I2C/Throttle/Brake Applications.

PIN No.	Wire Color	Silkscreen	Description	Throttle	Brake
1	Purple	ADC3	ADC3	NC	NC
2	White	ADC2	ADC2_Regen Input	NC	ADC2_Regen Input
3	Green	TX/SCL	UART_TX / I2C_SCL	NC	NC
4	Blue	RX/SDA	UART_RX / I2C_SDA	NC	NC
5	Yellow	ADC	ADC1 Throttle Input	ADC1 Throttle Input	NC
6	Black	GND	Ground(-)	Ground(-)	Ground(-)
7	Orange	3.3V	3.3Volt	3.3Volt	3.3Volt
8	Red	5V	5Volt	NC	NC

AESC DV6.7 SENSE



Sensor supply voltage (VCC) is configured using the SENSE-VCC slide switch.

When connecting different position sensors, such as Hall Sensors, ABI Encoders, or AS5047P Encoders, ensure the voltage setting corresponds to the sensor type.

PIN No.	Wire Color	Silkscreen	Description	Hall Sensor	ABI Encoder	AS5047 Encoder
1	Black	GND	Ground(-)	Ground(-)	Ground(-)	Ground(-)
2	Yellow	H3	Hall_3	Hall_3	I	CS
3	White	H2	Hall_2	Hall_2	B	MISO
4	Blue	H1	Hall_1	Hall_1	A	SCK
5	Green	TEMP	Motor Temperature	Motor Temperature	NC	MOSI
6	Red	VCC1 /VCC2	VCC	5Volt	5Volt	3.3V (Note)

Note: The AS5047P encoder requires a 3.3V power supply. Connect it to any controller 3.3V pin or external 3.3V supply. Never use 5V. Incorrect voltage setting may result in communication issues or damage to the equipment.

TROUBLESHOOTING

Symptom	Possible Causes	Solution
Blue LED not lit	<ol style="list-style-type: none"> 1.Damaged / short-circuited PCB. 2.Input voltage too low(<2S) 3.Adjustable power supply current limit set too low 	<ol style="list-style-type: none"> 1.Cut power immediately. 2.Increase input voltage within limits($\geq 3S$). 3.Increase the current limit setting on the adjustable power supply.
Blue LED lit, Green LED off	<ol style="list-style-type: none"> 1.Firmware corrupted. 2.Poor contact or damaged MCU pins. 	<ol style="list-style-type: none"> 1.Program firmware via J-Link SWD interface. 2.Replace ESC.
Red LED flashing Motor stops	<ol style="list-style-type: none"> 1.Over-voltage. 2.Brake / regenerative current setting too high. 3.Motor overheating or ESC overheating. 4.FAULT_CODE_ABS_OVER_CURRENT fault 	<ol style="list-style-type: none"> 1.Reduce input voltage. 2.Disable braking/regenerative functions or reduce current limits. 3.a.Ensure adequate cooling (heatsink and / or airflow). b.Add heatsink and / or fan Allow motor / ESC to cool down before restarting. c. Verify that the motor load does not exceed the controller's rated power. d.Increase Current. VESC Tool:"Motor Settings" → "General" → "Current" → "Absolute Maximum Current"
Motor spins wrong direction	Incorrect Three-Phase Wiring.	<ol style="list-style-type: none"> a.Invert Motor Direction in VESC Tool. b.With power de-energized and safety verified, swap any two motor phase conductors to reverse rotation.
Smoke / Burn marks on power-up	Reverse polarity input or PCB short circuit.	Cut power immediately.
VESC Tool Connection Failure	<ol style="list-style-type: none"> 1.USB cable not connected or poor USB connection. 2.Another program is using the serial port. 3.Controller system malfunction. 	<ol style="list-style-type: none"> 1.a.Verify USB cable integrity and connection. b.Reconnect: Unplug the cable, clean the metal contacts, then firmly reinsert. c.Replace cable / port: Try a different USB cable or switch to another USB port. <ol style="list-style-type: none"> 2.Restart all VESC Tool instances and reboot controller. 3.Check controller indicator light status.
Autoro S16 Switch control is unresponsive	<ol style="list-style-type: none"> 1.Not powered on. 2.Switch poor contact. 3.Not in controlled mode. 4.Incorrect internal wiring of the 16mm self-locking metal button. 	<ol style="list-style-type: none"> 1.Ensure the controller is powered on and check all cable connections. 2.Check all switch terminal connections. 3.Slide switch to OFF. 4.Disconnect power before inspection, Check the internal wiring.

If issues persist, contact Autoro Technical Support:

Email: Autoro.service@hotmail.com

WARRANTY INFORMATION

1.WARRANTY COVERAGE

The Company warrants that if within a period of 30 days from date of purchase of the product, the same is found defective on account of any of its parts proving to be defective in material or workmanship, the same shall be repaired or replaced free of charge. ***Unauthorized alterations or repairs void warranty and may cause safety hazards.***

2.WARRANTY EXCLUSIONS

The warranty does not cover:

- Damage from accidents, misuse, negligence, tampering, fire, natural disasters, or missing components / accessories.
- Physical damage including drops, impacts, liquid exposure, or burns.
- Non-compliance with inspection procedures or installation procedures per this user manual.
- Use of non-original parts or unapproved accessories.
- Unauthorized modifications or repairs.

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3.WARRANTY CLAIM PROCEDURE

Step 1: Prepare Documents:

- Valid proof of purchase (order confirmation showing product name and date)
- Legible photo of model label (located on product back / bottom / package)
- 15-second video demonstrating:
 - The malfunction - Visible model label - Undamaged full product & condition
- Email detailed description including:
 - Failure frequency - Error codes (if any) - Usage environment

Step 2: Submit Claim

Email: Autoro.service@hotmail.com

Attachments: All required documents + Compressed Video (≤20MB)

Email Subject Format: Warranty Claim - [Order#] - [Model#]

Processing Time: 3-7 business days

Note: Incomplete submissions may delay processing.

Step 3: Claim Resolution Process

• Valid Claim:

Request received → Claim verification → Seller provides solution:

Option 1: Prepaid return label;

Option 2: Partial refund;

Option 3: New units shipped.

→ **Buyer action required:**

Option 1: Return item;

Option 2: Confirm refund.

• Invalid Claim:

Request received → Invalid claim / Non-manufacturing defect → Reject with reason.

4. CRITICAL NOTES

• Non-Qualifying Scenarios:

- Products without verifiable purchase history.
- Products obtained through unauthorized channels.
- Warranty void if model label unreadable or purchase proof mismatch.

5. RETURN SHIPPING RULES

Scenario	Cost Responsibility
Verified manufacturing defect	Seller pays
No fault found	Customer pays

6. TIME LIMITS:

- Warranty claims must be submitted during the valid warranty period.
- Returned items must be received within 15 days of the claim verification date.



CONTACT & SUPPORT

For technical support, contact: Autoro.service@hotmail.com

For commercial inquiries, contact: Autoro.sales@hotmail.com

Website: <https://www.autorotech.com>

Support Hours: Monday-Friday, 9:00 AM-5:00 PM (GMT+8 / Beijing Time)

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