

EV Two-Wheeler Company - Customer Support Guide

1. Company Overview

Welcome to **XYZ EV Motors**! We are a leading manufacturer of electric two-wheelers dedicated to **sustainable and innovative transportation solutions**. Our product range includes high-performance **e-bikes and electric scooters** designed with cutting-edge **battery technology, smart connectivity, and AI-powered riding assistance**.

2. Product Lineup

Scooters & Bikes

- **Model A:** 100 km range, **fast charging, smart connectivity**, regenerative braking
- **Model B:** 150 km range, **swappable battery, AI-powered riding assistant**, multiple riding modes
- **Model C:** 80 km range, **budget-friendly, lightweight design**, ideal for city commuting

3. Battery & Charging Information

- **Battery Type:** Advanced **lithium-ion battery** with a lifespan of over 1,000 charge cycles.
- **Charging Time:**
 - **Standard Charger:** 4-5 hours for a full charge.
 - **Fast Charger:** 2 hours for 100% charge.
- **Swappable Battery:** Available in **Model B** for convenient replacement.
- **Charging Safety:** All batteries have **BMS (Battery Management System)** to prevent overcharging and overheating.

4. Warranty & Service

- **Battery & Motor Warranty:** 3 years or **30,000 km**, whichever comes first.
- **Vehicle Warranty:** 2 years on non-battery components.
- **Extended Warranty:** Available for purchase.
- **Service Centers:** Nationwide service network with **doorstep pickup** available in select cities.

5. Common Customer Queries

Purchase & Financing

- **Q: Do you offer EMI or financing options?**
A: Yes, we have partnered with multiple banks & NBFCs for easy financing with **low-interest EMI options**.
- **Q: Do you offer exchange programs for old vehicles?**
A: Yes, we provide an exchange bonus for trading in your old petrol two-wheeler for an electric one.

Battery & Charging

- **Q: What happens if my battery runs out while riding?**

A: You can locate nearby **charging stations** using our **mobile app**, or if you have a Model B, you can swap the battery at partner locations.

- **Q: Can I charge my EV at home?**

A: Yes, all our models support **home charging** with a standard 15A socket.

After-Sales & Maintenance

- **Q: How often does my EV need servicing?**

A: We recommend a **check-up every 6 months** or **every 5,000 km**.

- **Q: Can I buy spare parts online?**

A: Yes, spare parts and accessories are available on our official website and at authorized dealerships.

6. Features & Smart Technology

- **AI-Powered Riding Assistant:** Enhances safety by providing **real-time riding suggestions**.
- **Regenerative Braking:** Converts kinetic energy into battery charge, increasing efficiency.
- **Smart Connectivity:** Mobile app integration for **ride analytics, GPS tracking, anti-theft alerts**.
- **Remote Diagnostics:** Get notified of potential issues via the app.

7. Chatbot Limitations

- **Cannot provide legal advice or regulatory approvals.**
- **Cannot process warranty claims directly** (redirects to customer support team).
- **Cannot handle custom modification requests or suggest third-party modifications.**
- **Cannot override dealership pricing or financing decisions.**

8. Contact & Support

- **Customer Care Number:** +91 XXXXXXXXXX
- **Email:** support@xyzemotors.com
- **Website:** www.xyzemotors.com
- **Mobile App:** Available on **iOS & Android**

For further assistance, feel free to chat with our **AI-powered chatbot** or connect with a live agent!