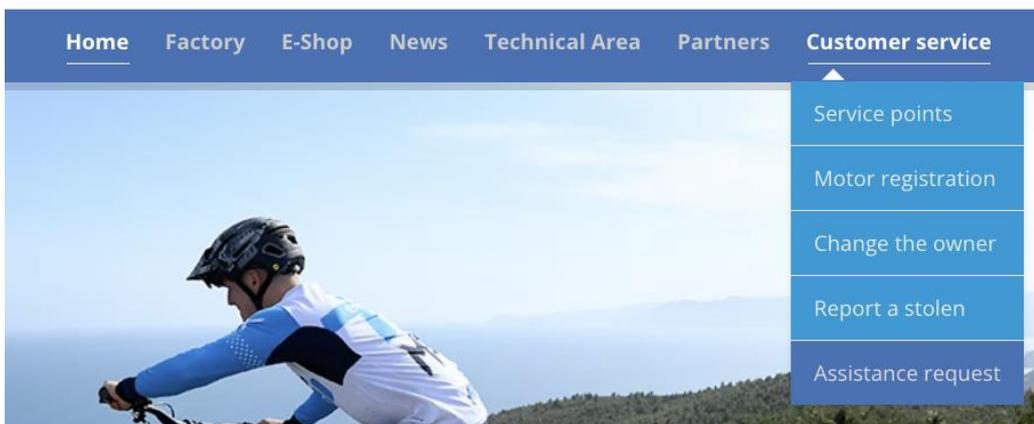# MANAGEMENT OF WARRANTIES FOR E-BIKES WITH POLINI E-P3/E-P3+ MOTORS

1. INITIATION OF REQUEST FOR ACTION

In the website www.poliniebike.com access the "Customer Service" section then "Request assistance"
https://www.poliniebike.com/en/assistance-request-reserved-exclusively-for-vat-registered-retailers/

2. Click the "**Next**" arrow, enter the serial number of the motor and fill in the form in all its parts, providing the necessary items (images, copies of the invoices, purchase receipts) required by the warranty service.

Before proceeding with the request for assistance, find the two serial numbers (motor and battery) indicated in the photos:

MOTOR

FROM DISPLAY

INFO

FW DISPLAY:
CDC11-Polini-v1

FW Motor:
EP-3 4.21

SN Motor:
955XXXXXX

SN Battery 1:
9879464222

FROM POLINI APP

POLINI BATTERY

Next

3. After filling in the form, you will receive a confirmation email (from the automatic system "no reply") with the ticket identification number. If you don't receive the email, check the SPAM box.

4. Status updates will be communicated ONLY via email. If you do not receive any communication within a few days, check the SPAM box.

5. Wait for confirmation of intervention by the Polini WARRANTY service.

You'll receive an answer to the open ticket within 5 working days (Saturdays and Sundays excluded). Please, promptly answer to communications received by e-mail from the service GUARANTEES to speed up the management of the ticket.