



## **RemigoOne Neo**

User Manual

## Acknowledgement

Thanks for choosing RemigoOne electric outboard. We will do our best to make boating for you as easy as possible. We are dedicated to providing the ultimate user experience. High-performance technology, durable construction and reliable lithium batteries are just a part of that. Even though we designed your new outboard to be as intuitive as possible, we ask you to read this user manual thoroughly to understand the correct and safe operation.

Enjoy your time on water!

You are most welcome to contact us >  
<https://remigo.eu/>  
[info@remigo.eu](mailto:info@remigo.eu)  
+386 41 769 489

## Using This Manual

By using this product, you hereby agree that you have fully read and understood all contents of this manual. Remigo accepts no liability for any damage or injury caused by operations that contradict this manual.

Due to ongoing optimization of our products, Remigo reserves the rights of constantly adjusting the contents described in the manual. Remigo also reserves the intellectual property rights and industrial property rights including copyrights, patents, logos and designs, etc. This manual is subject to update without prior notice, please visit our website [www.remigo.eu](http://www.remigo.eu) for the latest version. If you find any discrepancy between your products and this manual, or should you have any doubts concerning the product or the manual, please visit [www.remigo.eu](http://www.remigo.eu).

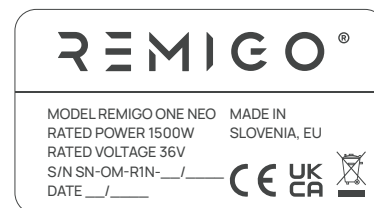
Remigo reserves the rights of final interpretation of this manual.

## Product Overview

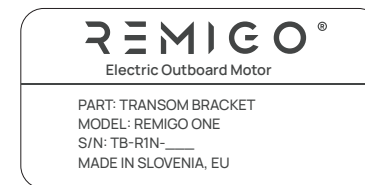
RemigoOne is an integrated electric outboard with all components seamlessly integrated into a aluminum unibody housing. It is engineered to maximize efficiency and designed to fully simplify its use. RemigoOne Neo has a thrust of 30 kg (35 kg in boost mode) which makes it comparable to a 3 HP (boost mode 4 HP) gasoline outboard.

RemigoOne Neo can be used on all types of boats up to 1500 kg; tenders,

dinghies and sailboats. With stepless adjustable mounting height between 15in and 25in (extra **short to extra long equivalent**) **the same unit can be adjusted to any type of vessel. No more** need for "long" or "short" shaft versions of the same product. It is intuitive to operate, easy to carry and store.



Outboard ID label example



Bracket ID label example

## Product Identification

You'll find two ID labels with serial numbers on the product – one on the casing and the second on the transom/mounting bracket. Copies of the labels are included in the Warranty papers.

To invoke the warranty and other after-sale services please contact us at [support@remigo.eu](mailto:support@remigo.eu) and make sure to include both serial numbers in your message.

## Your Remigo Package includes:

- > Outboard motor
- > Mounting/transom bracket
- > Standard 5A charger
- > Two magnetic kill switches – RemigoOne Keys
- > Set of tools for height/shaft length adjustment + spare propeller pin
- > User manual
- > Warranty certificate (with serial numbers) and warranty form

Save the original package for the outboard storage.

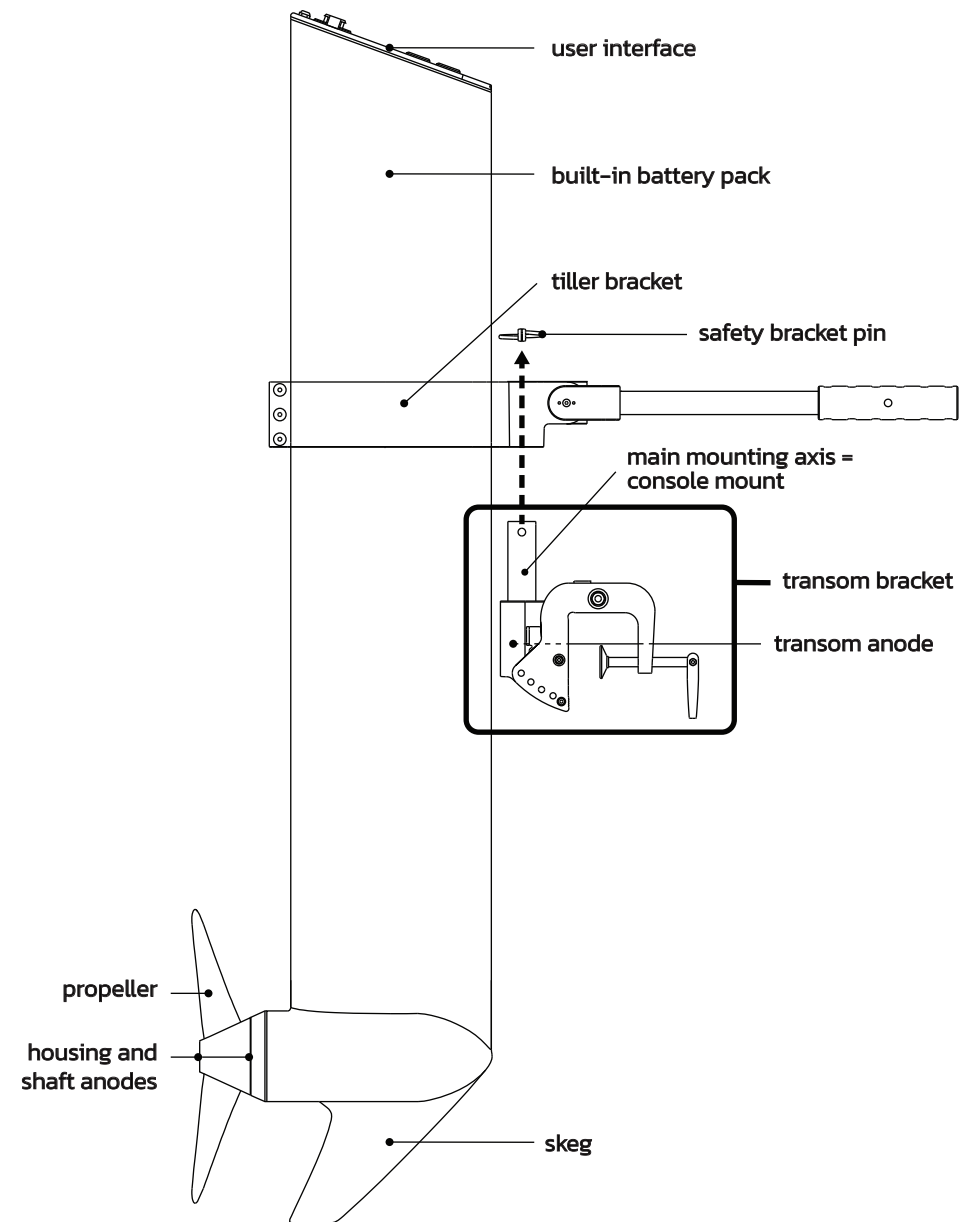
Other accessories mentioned in this user manual can be purchased separately.

Unpack the package and check if there was any damage caused during the transport. Check all the items inside the package. If there is any transport damage or lack of any item listed above, please contact us or your dealer immediately.

## RemigoOne Neo technical data sheet

input power standard / boost mode	1000 W / 1500 W
motor type	brushless DC
static thrust standard / boost mode	31 kg / 36 kg
comparable petrol outboard	3 HP / 4 HP in boost mode
battery	integrated 1085 Wh Li-Ion
nominal voltage	36 V
maximum voltage	42 V
charging time 100 – 240 V	6 h (standard charger – included)
charging time 100 – 240 V	3 h (fast charger – optional)
charging time 12 – 24 V	10 – 12 h (DC charger – optional)
outboard weight with / without bracket	15.5 kg / 13 kg
shaft length	15 – 25 inch (S-XL equivalent)
control type	two-button control on interface / remote (optional)
steering	lockable
tilting	manual
trim	manual, 4 positions
reverse	yes
outboard dimensions h x w x d	1250 mm x 295 mm x 90 mm

## RemigoOne Neo parts



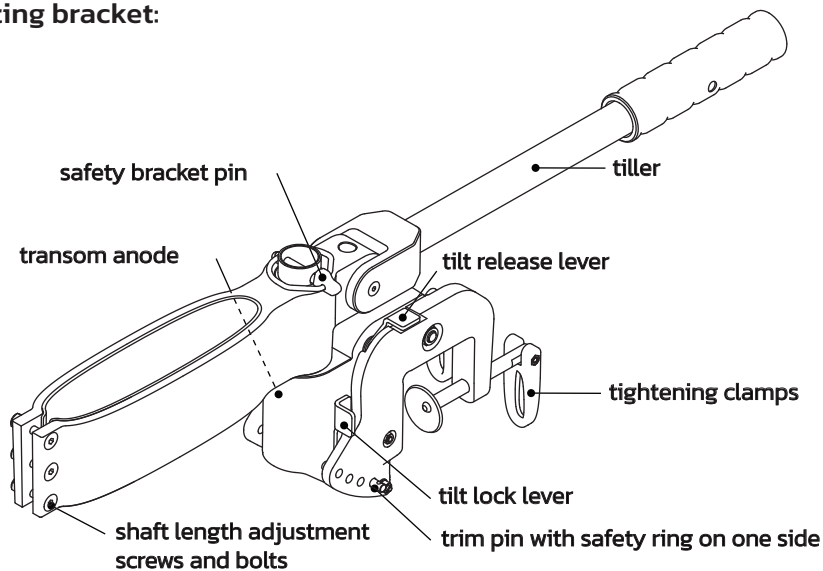
## Understanding the RemigoOne mounting bracket

The mounting bracket contains two main separate parts: the transom bracket and the tiller bracket. The tiller bracket attaches the outboard to the transom bracket, while the transom bracket attaches the whole unit to the transom of your boat.

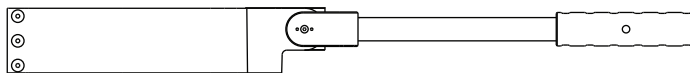
The tiller combines different functions in 3 positions. To switch between those, perform a pump-action; pull the handle at the end of the tiller, away from the outboard.

When steering with another (primary) rudder, use the upward position, which will lock the outboard in the center i.e. prevent rotation around the main axis.

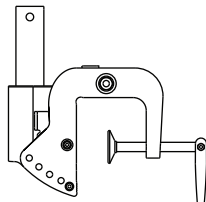
### Mounting bracket:



tiller bracket:



transom bracket:

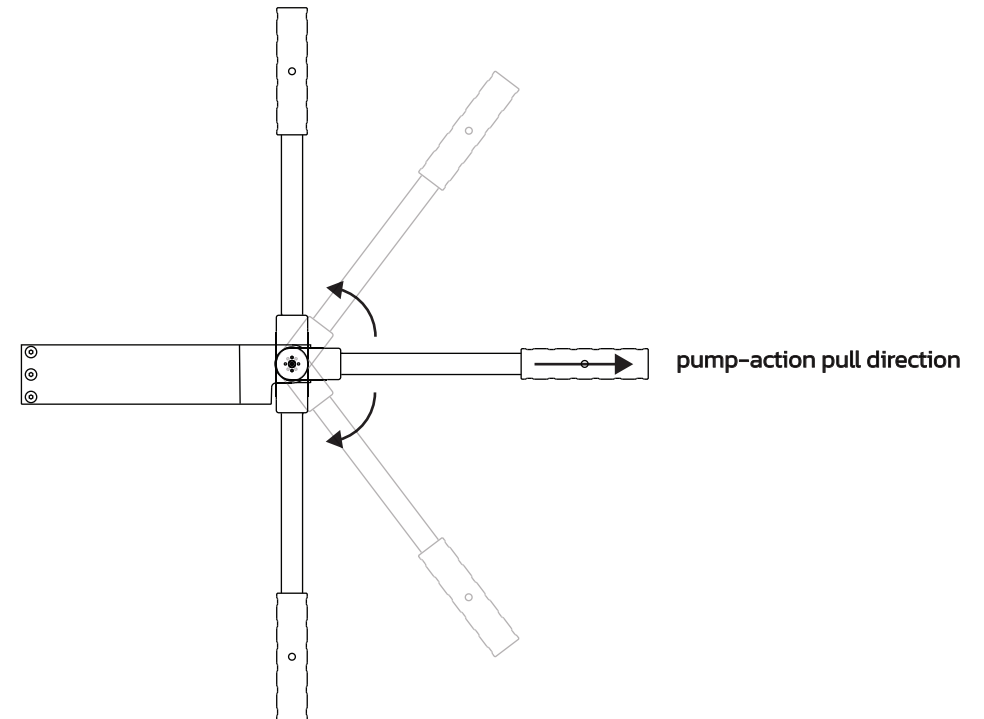


## Tiller functions

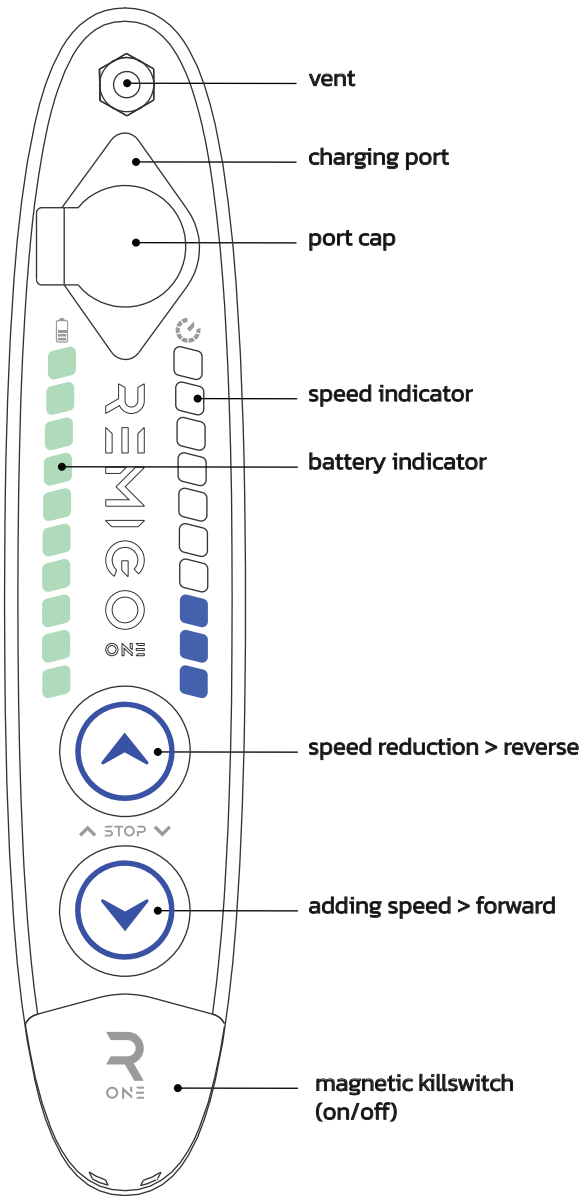
Upward position: locking in central position and tilting out of the water

Horizontal position: steering

Downward position: carrying handle



## Understanding the interface



## Indicators

The user interface features two LED indicators, each comprising 10 LEDs (representing 10 steps).

### Battery Level Indicator (Left LED Strip)

Displays the remaining battery level, with each LED representing 10%. LEDs will change color based on battery percentage:

Green: Above 40%

Orange: Between 40% and 20%

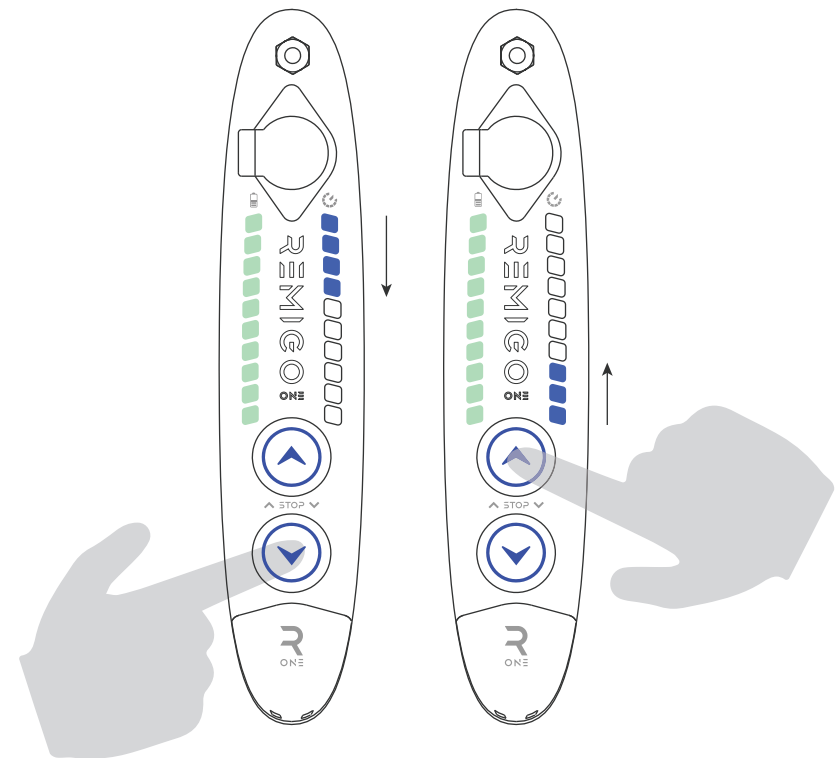
Red: Below 20%

Red - blinking: Below 5%

### Power Indicator (Right LED Strip)

Displays the selected power control step.

When increasing power in forward motion, LEDs illuminate sequentially from bottom to top.



When increasing power in reverse motion, LEDs illuminate from top to bottom.

### Kill Switch (RemigoOne Key)

1. Inspect Before Use – Before using the kill switch, check the wristband and cord for any signs of damage, such as tears, cuts, or wear. Always carry a spare kill switch.
2. Functionality Check – Before each use, ensure the kill switch is working properly:
  - Insert the kill switch into its designated slot on the bottom of the interface
  - Start the outboard motor.
  - Remove the kill switch.
  - The motor should immediately shut down,
  - If this does not happen, try using a different kill switch or consult a dealer for inspection and assistance.

**Magnetic Field Warning** – The kill switch generates a magnetic field. Keep it at least 50 cm away from:

- Medical implants such as pacemakers.
- Magnetic cards (e.g., credit cards).
- Other magnetic media.

**Interference Risk** – The kill switch's magnetic field may interfere with certain electronic instruments. Keep it at a safe distance from such devices.

### Operation

1. Ensure RemigoOne is properly installed on the boat. Attach the floating wristband at the end of the kill switch cord to your wrist or life vest.
2. To turn it on, place the magnetic kill switch in its designated position on the bottom of the unit's interface.
3. Wait for the boot animation to complete. The left indicator will display the battery level, signaling that the outboard is ready for operation.
4. Check the battery level and plan your trip accordingly.
5. To start the motor, press the button corresponding to the desired direction of movement.
6. Press the same button again to increase power (10 levels available + Power Boost mode).
7. To decrease power, press the opposite button.
8. Hold a button to adjust speed more quickly.
9. Press both buttons simultaneously to stop the motor instantly.
10. In case of emergency, pull the kill switch (RemigoOne key) off the interface to immediately cut power.

### Power Boost Mode

To activate Power Boost Mode, press and hold the FWD button for 3 seconds while the electric outboard motor is switched on and running at maximum power (all 10 power indicators illuminated). The LED indicators will turn purple to confirm activation.

To exit Power Boost Mode, short-press the REV button—the motor will return to standard operation.

Power Boost Mode increases the maximum input power from 1000W to 1500W, provided there is sufficient battery capacity (above 40%).

Power Boost Mode will automatically deactivate after 1 minute.

### Troubleshooting

Blocked propeller:

In the event of an outboard collision or if the propeller becomes blocked (e.g., by seaweed, rope, etc.), the outboard will display Error No. 4 on the screen, indicated by four flashing red LED lights on the Power indicator LED strip.

Follow these steps immediately:

1. Remove the kill switch.
2. Lift the outboard out of the water.
3. Inspect the outboard for any damage and clear any obstructions blocking the propeller.

After clearing the blockage, test the outboard to ensure proper operation. If the issue persists or if other errors are displayed, contact your Remigo dealer for further assistance.

## Battery

Take battery safety seriously. Follow battery instructions rigorously. RemigoOne has a built-in battery management system that provides cell balancing function, over-charging protection, over-discharging protection, short-circuit protection, over-temperature protection, under-temperature protection, over-current protection, communication function, etc.

- Operating temperature: -20°C to 55°C
- Charging temperature: 0°C to 45°C
- RemigoOne can only be charged with a RemigoOne original charger.
- Do not disassemble RemigoOne or conduct unauthorized repairs, the battery disassembly can only be conducted by Remigo service.
- Never charge a broken or damaged RemigoOne outboard.
- Do not charge the battery near flammable materials.
- Keep conductive objects away from the charging port to avoid damage to electronic components.
- Ensure the port cap is closed to avoid accidental short-circuit.
- Charge the battery immediately after full discharge.
- If the battery level is low for a long time, it will enter sleep mode. Charge to wake it up.

### Ensuring a long battery lifetime:

For long-term storage such as over winter, it is best to keep the battery between 50 and 80 % state of charge. It is normal for some charge to be lost over time, discharge rate depends on conditions like temperature. Check the state of charge every 3 months and charge to keep it in the 50-80%. Temperature is the most significant factor for cell degradation while in storage. A 15°C to 25°C storage temperature is ideal.

- After long storage, fully charge the battery before use.
- It is okay to leave the unit exposed to direct sunlight on hot days. White color and a thermo-conducting design help RemigoOne stay cool in any normal weather condition. However it is not advised to leave the outboard covered e.g. tarp cover) and exposed to direct sunlight for a longer period of time or storage.
- Do not leave the unit in a hot or pressurized container, such as the trunk of the ehicle on hot days.

**CAUTION:** Due to the large battery capacity of the RemigoOne it is prohibited to transport it by air. This applies to passenger and cargo flights.

## Charging

**NOTE:** You can charge the motor without connecting the killswitch to the interface, but if it's not attached, the charge level won't be displayed.

1. Plug the charger cable into the charging port on the interface. Connect the AC power plug of the charger to a 100V~240V wall outlet, or a 12-30 V DC source if you are using the DC-DC charger.
2. The LED on the charger will shine a red color to indicate charging is taking place.
3. When the battery is charged, the LED indicator on the charger will turn green.
4. Disconnect the charger cable.

**RECOMMENDATION:** Every couple of months it is recommended to leave the outboard on the charger for an extra 12-24 hours after the charging has been complete. Having it connected to the charger even after the charge is complete will initiate cell balancing which will improve the lifetime and capacity of the battery pack.

**IMPORTANT:** Charge RemigoOne with official Remigo chargers only. Using unlicensed chargers is prohibited as they could damage the outboard. Remigo will not be responsible for any damages caused by using unlicensed third-party charging devices.

## Important safety notes before start

By using this product you hereby:

1. agree to these notes and instructions;
2. agree not to use this product for purposes that infringe upon or contravene laws and regulations;
3. agree to be responsible for your own conduct while operating this product.

## General

- Only allow adults who have a thorough understanding of this manual to operate this product.
- Always have paddles on board for additional safety.
- Familiarize yourself with all the outboard operations, including start/stop, steering and tilting.
- Check the status of the outboard motor and battery level before each trip.
- Follow the boat manufacturer's instructions on the maximum allowed outboard power, do not overload the boat.
- Only run the outboard while the propeller is under water.
- Stop the outboard immediately if someone falls overboard.
- Do not leave the outboard in the water while the boat speed exceeds 15 knots.
- Tilt up the outboard out of the water if you are not using it for a longer period.
- When towing a vessel with the outboard installed, do not keep it tilted up (raised).
- Though RemigoOne top cover is IP67 waterproof, it's suggested not to immerse it in water completely or store the unit in a moist environment.
- Rinse the outboard with fresh water before storing it for a longer period.
- Do not start the outboard in shallow or unknown water conditions. Only use the outboard in a deep water area.
- Do not drop, strike or poke RemigoOne with a sharp object.
- If an error occurs and the outboard malfunctions, remove the killswitch and wait for one minute before setting it back on.
- When the battery voltage is lower than a set threshold, the outboard will stop automatically to prevent over-discharging the battery.
- The range of the motor is significantly extended when running it at lower power levels.
- To keep the electric connector in good condition, spray the connector once a year with contact spray.
- Never dispose of the RemigoOne as general household waste or in a fire.

## Installation

1. Mount the transom bracket on the transom of the boat and tighten the two tightening clamps. Transom thickness range: 12 mm – 65 mm
2. Adjust the trim angle of the mounting bracket so that the main axis on the console

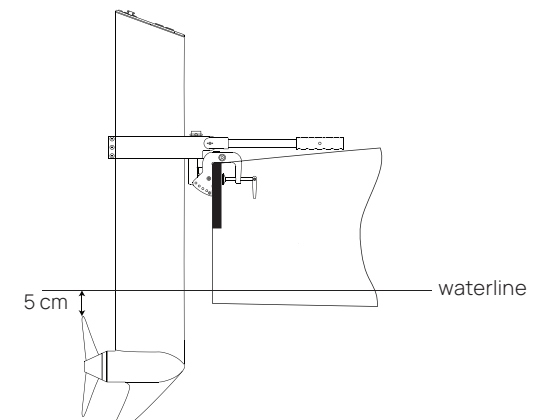
1. mount is in a vertical position.
2. With the "pump-action pull" put the steering handle on the outboard in the upward position.
3. Hold RemigoOne with both hands and carefully mount it on the console mount.
4. Insert the safety bracket pin through the holes on top of the console mount to secure the outboard from dropping in the water.
5. With the "pump-action pull" put the steering handle on RemigoOne in the horizontal position to enable steering.
6. Ensure the outboard is firmly fixed, as loosened clamp screws may cause the outboard to fall into water or get damaged.
7. Check the screws and tightening clamps every time before use and ensure they are attached to the transom tightly.

**RECOMMENDATION:** Use a rope to connect your outboard and a secure mounting point on the boat, to avoid loss of your outboard in case it falls off the transom.

**CAUTION:** When RemigoOne is assembled with a bracket and in use, make sure to use safety bracket pin on the console mount to prevent dropping outboard in the water.

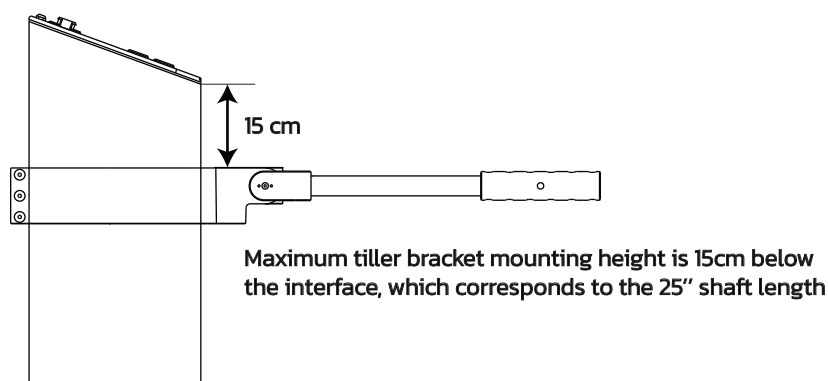
## Adjusting mounting height (shaft length)

The mounting height of the outboard affects the running speed greatly. When the outboard height is set too high, cavitation may occur to waste power. If it is set too low, the water resistance will increase and it will lead to running speed loss. Adjust mounting height according to your transom height and applications. The optimum mounting height is affected by the conditions of the boat and its requirements. It's recommended to test running the outboard at different mounting heights to find the optimal mounting height and thus the outboard's performance.



1. Unscrew the safety nuts from the three screws on the back of the tiller bracket.
2. Unscrew the three screws completely.
3. Expand the back end of the tiller bracket and move it to the desired height.
4. Insert and tighten the three screws. Each screw should be retightened at least 3 times to secure a tight grip.
5. Screw on the security nuts and tighten them.
6. Before turning on the motor check that the propeller turns freely even when the outboard is positioned sideways – so it doesn't hit the boat.
7. For best efficiency the propeller tip should be approximately 5 cm below the water surface. Depth should be increased for use in choppy conditions.

**CAUTION:** Always adjust shaft length safely ashore or inside the boat, when the outboard is unmounted and not in use, to prevent from dropping it in the water. The outboard does not float. Maximum tiller bracket mounting height is 15cm below the interface.



### Trim Angle Adjusting

1. RemigoOne has four trim angle options including 21°, 14°, 7° and 0°.
2. The trim angle should be adjusted according to the boat type and the running speed to achieve higher efficiency. It is recommended to try different trim angles at your desired running speed to achieve the best performance.
3. Only adjust the trim angle when the outboard is stopped.
4. Never toggle the Tilt Release Lever if the propeller is rotating.
5. Pull the Tilt Release Lever up and tilt up the outboard.
6. Remove the safety ring on the trim pin and then pull the trim pin out.
7. Select a desired trim angle, insert the trim pin into the corresponding position and attach the safety ring to fix the trim pin.
8. Put RemigoOne back in a vertical/operating position.

**CAUTION:** Take extra care when handling the transom bracket while the outboard is mounted, particularly during operations such as trimming, tilting, and releasing.

There is a risk of potential injury to the fingers.

### Tilting the Outboard

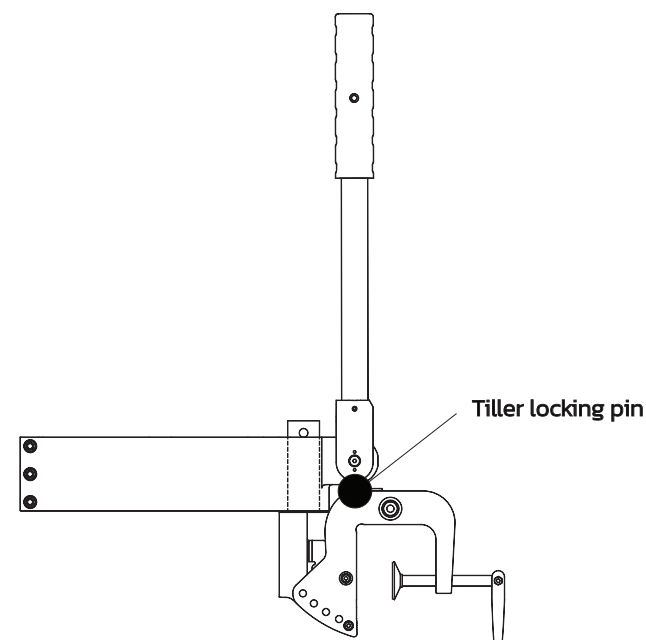
To lift the outboard:

1. Put the tiller in the upward position and center the outboard. The tiller locking pin (see below) will interlock with the transom bracket, blocking the rotation of the outboard around the main axis = fixing it in the central position.
2. Push the Tilt Lock Lever, then pull the Tiller towards yourself until the outboard tilts out of the water. You will hear a click when the Tilt Lock Lever locks. The outboard is now locked in the raised position.

To lower the outboard:

1. Pull the Tiller slightly towards yourself (to release the weight from the Tilt Lock Lever shaft)
2. Press down the Tilt Release Lever to unlatch it. Keep pressing down the Tilt Release Lever while slowly lowering the outboard. When the outboard is lowered completely, you will hear a click. The locking mechanism latched on the trim pin (notice the trim lever moving slightly while lowering) and the outboard is now locked in place.

**CAUTION:** Make sure Tilt Release Lever is in a locked position before setting the outboard in reverse (backward motion). Never toggle the Tilt Release Lever when the propeller is rotating.



## Maintenance

1. Perform maintenance according to these instructions or consult your dealer.
2. Use only RemigoOne original components for replacements and maintenance.
3. Before each maintenance check, disconnect the key to prevent injuries from the rotating propeller.
4. Inspect the propeller blades for wear and damage.
5. Check the shear pin on the motor shaft for wear or damage.
6. Regularly inspect for debris around the propeller (e.g., seaweed, fishing nets).

## Propeller Assembly

1. Before each use, inspect the propeller for damage. If replacement is needed, follow these steps:
- 2.
3. Unscrew the shaft anode.
4. Remove the M10 safety nut with a 17 mm socket wrench, then remove the washer.
5. Pull the propeller off the shaft.
6. Inspect the shear pin in the motor shaft hole and replace it if damaged.
7. Install the new propeller.
8. Reattach the washer, then mount and tighten the M10 safety nut.
9. Secure the shaft anode back in place.

## Replacing the anodes

1. Unscrew and remove the shaft anode.
2. Using a 17 mm socket wrench, remove the M10 safety nut and washer.
3. Slide the propeller off the shaft.
4. Remove the shear pin from the motor shaft.
5. Unscrew the three screws securing the housing anode.
6. Install the new housing anode and secure it with the screws.
7. Insert the shear pin into the motor shaft and slide the propeller back on.
8. Reattach the washer, then mount and tighten the M10 safety nut.
9. Screw the new shaft anode into position.

## Anode Maintenance

RemigoOne Neo is equipped with three zinc anodes to protect against galvanic corrosion in saltwater environments. Regular maintenance ensures optimal performance and longevity.

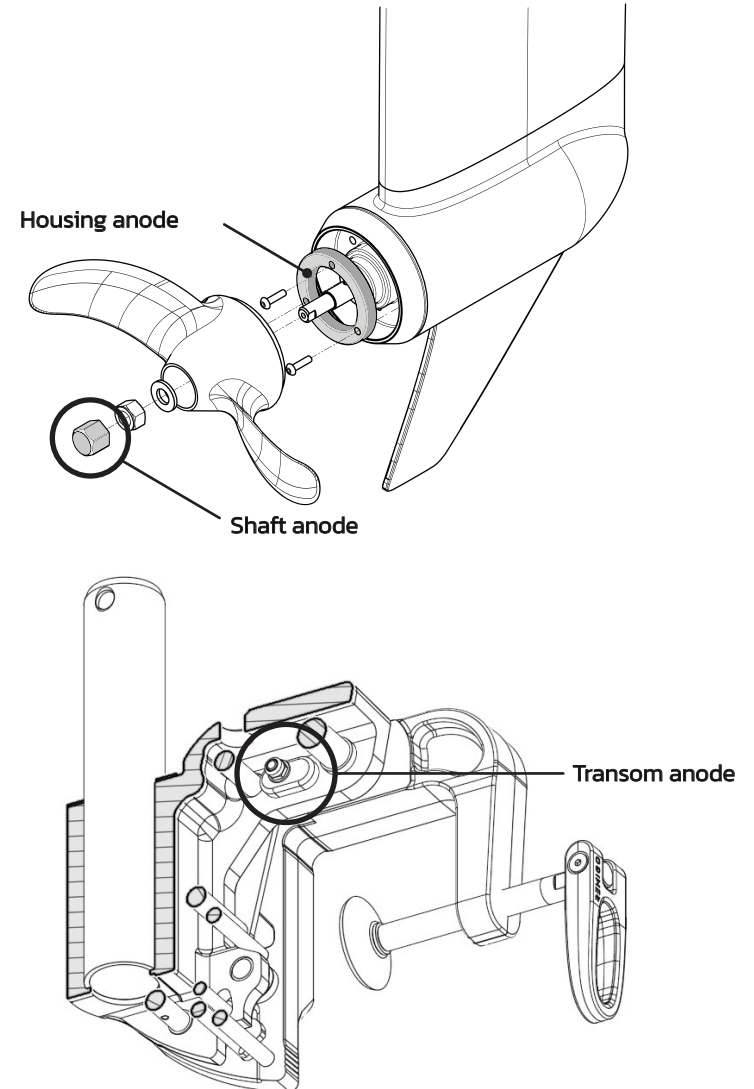
- Shaft anode – located on the motor shaft.
- Housing anode – located behind the propeller.
- Transom anode

Check anodes regularly for wear.

Replace them once a year if necessary – if significantly eroded.

Freshwater Use

If used exclusively in freshwater, zinc anodes can be replaced with magnesium anodes, which provide better corrosion protection in low-conductivity water. Do not use magnesium anodes in saltwater as they wear out quickly.



## Transportation and Storage

1. For long-distance transport, pack the outboard in the original package.
2. 1000Wh Li-Ion batteries (like in RemigoOne) are not allowed in a passenger aircraft. The Li-ion batteries are classified under Class 9 (dangerous goods – see Lithium Battery Guidance Document IATA 2015 Revision 1).
3. Never ship a damaged or broken battery.
4. If your outboard is going to be stored for more than 2 months, it's advised to have the outboard cleaned (salt removed) and checked before storage. It's recommended to pack the outboard with the original packaging for storage.
5. Ensure there is no pressure on the propeller while in storage.
6. Store the outboard in a dry, well-ventilated place without direct sun exposure. Ideally, keep it in a location with a storage temperature between 15°C and 25°C.

## Emergency Situations

### Impact Damage

If the outboard strikes some object in the water, please follow the procedures below.

1. Stop the outboard immediately.
2. Check the propeller and other components before you start the motor again.
3. If the motor is damaged, find your dealer or Remigo service center for help.

### Submerged Outboard

If the outboard is submerged, stop it immediately (remove the kill switch). Ensure the outboard is thoroughly inspected before re-operation:

1. no major housing damage or visible impact
2. charging connector and air vent are intact
3. propeller is intact

## Declaration of conformity:

**REMIGO®**  
electric outboards

Remigo, proizvodnja in trgovina d.o.o.  
Stanežke 27E  
1210 Ljubljana Sentvid

### EU-Izjava o skladnosti

EU-Konformitätserklärung/EU declaration of conformity

Oznaka dokumenta:

CE-OM-R1N-25/01

Dokument-Nr./Document Nr.:

Stran:/Strani:  
Seite:/Page/Seiten:/Pages:  
1 / 1

Izdelek:

Električni izvenkrmni motor

Produkt/Product:

Elektrischer Außenbordmotor/Electric outboard motor

Tip:/Typ/Type:

RemigoOne Neo

yy\*  
25

yy\* Letnica namestitve CE oznake na aparat (zadnja dva znaka)/Jahr der Anbringung der CE Kennzeichnung am Apparat (letzte zwei Zeichen)/The year of affixing of CE mark on the appliance (last two digits).

S polno odgovornostjo izjavljamo, da so navedeni izdelki usklajeni s sledečimi predpisi in standardi:

Mit voller Verantwortung erklären wir, dass die angeführten Produkte mit folgenden Vorschriften und Standards konform sind:

We declare with our full responsibility that the abovementioned appliances are in conformity with the following regulations and standards:

<b>1. Oznaka evropske direktive:</b> Nummer der Europäischen Richtlinie: European directive number:	<b>Direktiva 2013/53/EU</b> Evropskega parlamenta in Sveta z dne 20. novembra 2013 o plovilih za rekreacijo in osebnih plovilih ter razveljavitvi Direktive 94/25/ES <b>Directive 2013/53/EU</b> of the European Parliament and of the Council of 20 November 2013 on recreational craft and personal watercraft and repealing Directive 94/25/EC
<b>Standard:</b>	EN ISO 25197:2012+A1:2014 – Small craft – Electrical/electronic control systems for steering, shift and throttle EN ISO 16315:2016 – Small marine craft – Electrical propulsion systems
<b>2. Oznaka evropske direktive:</b> Nummer der Europäischen Richtlinie: European directive number:	<b>Direktiva 2006/42/ES</b> Evropskega parlamenta in Sveta RL 2006/42/EC <b>Directive 2006/42/EC</b> of the European Parliament and of the Council
<b>Standard:</b>	EN ISO 12100:2010
<b>3. Oznaka evropske direktive:</b> Nummer der Europäischen Richtlinie: European directive number:	<b>Direktiva 2014/30/EU</b> Evropskega parlamenta in Sveta RL 2014/30/EU <b>Directive 2014/30/EU</b> of the European Parliament and of the Council
<b>Standard:</b>	EN 61000-6-2:2019 EN 61000-6-3:2007 + A1:2011
<b>4.. Nacionalna zakonodaja:</b> Nationale Gesetzgebung/National legislation:	<b>Pravilnik o omejevanju uporabe določenih nevarnih snovi v električni in elektronski opremi</b> (Uradni list RS št. 102/2012)
<b>Oznaka evropske direktive:</b> Nummer der Europäischen Richtlinie: European directive number:	<b>Direktiva 2011/65/EU</b> Evropskega parlamenta in Sveta RL 2011/65/EU <b>Directive 2011/65/EU</b> of the European Parliament and of the Council

Izstavitelj izjave:

Aussteller:/Issuer:

REMIGO d.o.o.

Stanežke 27E

SI-1210 Sentvid Ljubljana

Slovenia, EU

E-mail: info@remigo.eu

Mesto, datum:/Ort, Datum:/Place, Date:

Ljubljana, 16. 1. 2025

Pravno odgovorni/Rechtsverbindliche/Legally binding person: Marko Vrtovec, CEO

Podpis:/Unterschrift/signature:

Ta izjava o skladnosti je izdana na lastno odgovornost proizvajalca. Izjava potrjuje skladnost z navedenimi predpisi, vendar ne zagotavlja drugih lastnosti izdelka. Upoštevanje je potrebno navodila za varnost, ki se dostavljajo s pripadajočo produktno dokumentacijo.

Die alleinige Verantwortung für die Ausstellung dieser Konformitätserklärung trägt der Hersteller. Diese Erklärung bestätigt Konformität mit den angeführten Vorschriften, garantiert jedoch keine Zusicherung von Eigenschaften des Produkts. Die Sicherheitshinweise der mitgelieferten Produktdokumentation sind zu beachten.

This declaration of conformity is issued under the sole responsibility of the manufacturer. This declaration confirms the conformity with the mentioned regulations, yet it does not guarantee other characteristics of the product. The safety directions which are delivered with the enclosed product documentation should be observed.

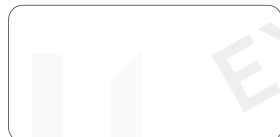
Reg. 8382379000  
Tax: 505400053  
IBAN SI56 6100 0002 1442 779  
Delavska Hranilnica d.d. | HDELS22

## Example of warranty certificate:

Remigo, proizvodnja in trgovina, d. o. o.  
Stanežiče 27e, 1210 Ljubljana - Šentvid,  
Slovenia, EU



### Warranty Certificate



Outboard serial number



Bracket serial number

Date of purchase:

Sold by:

Signature:

### Warranty conditions

#### 1. Extent of warranty

Remigo, d.o.o., Stanežiče 27e, 1210 Ljubljana Šentvid, Slovenia, guarantees the final purchaser of a RemigoOne outboard motor that the product is free from material and manufacturing faults during the period stated below. Remigo will indemnify the final purchaser for any expense for the repair of a material or manufacturing fault. This indemnification obligation does not cover the incidental costs of a warranty claim or any other financial losses (e.g. costs for towing, telecommunications, food, accommodation, loss of earnings, loss of time etc.).

The warranty ends two years after the date on which the product was delivered to the final purchaser. Products that are used commercially or by public authorities - even if only temporarily - are excluded from this two-year warranty. In these cases, the statutory warranty applies. The right to claim under warranty runs out six months after discovery of a fault.

Remigo decides whether faulty parts are to be repaired or replaced. Distributors and dealers who repair Remigo motors have no authority to make legally binding statements on behalf of Remigo. Normal wear and tear and routine servicing are excluded from the warranty.

Remigo is entitled to refuse a warranty claim if:

- the warranty was not submitted properly (see Warranty process)
- the product was not treated in accordance with the instructions (see User Manual)
- the safety, operating and care instructions in the manual were not observed
- the product was in any way altered or modified or parts and accessories were added that are not expressly permitted or recommended by Remigo
- previous services or repairs were not carried out by firms authorized by Remigo, or non-original parts were used unless the consumer can prove that the facts that led to the warranty being void did not affect the development of the fault.

As well as the rights arising from this warranty, the customer also has legal warranty claim rights arising from the purchase contract with the dealer which are not hampered by this warranty.

#### 2. Warranty process

Adhering to the following warranty process is a prerequisite to the satisfaction of any warranty claims. Before dispatching any apparently faulty goods, it is imperative to coordinate the delivery with Remigo. You can contact us by phone, email or post. You can find the contact details at the end of the user manual. Please note that we are unable to deal with products of which we have not been notified and will therefore refuse to accept the delivery.

To check a warranty claim and to process a warranty, we require a completed warranty certificate (this document), completed warranty form and a proof of purchase.

- The warranty certificate must show product serial numbers.
- The warranty form must contain relevant serial number, your contact details and a brief description of the fault,
- Proof of purchase must indicate the purchase and the date of purchase (e.g. till receipt, invoice or receipt).

When shipping, it must be noted that the Li-ion battery is classed as a UN hazardous item. Posting and packing must be in accordance with the relevant directive. In this instance we recommend keeping the original Remigo packaging. We are available to answer any questions regarding the warranty process - please write us on info@remigo.eu or use any contact written on the last page of the user manual.

Marko Vrtovec  
CEO, Remigo d.o.o.

## Example of warranty form:

Remigo, proizvodnja in trgovina, d. o. o.  
Stanežiče 27e, 1210 Ljubljana - Šentvid,  
Slovenia, EU

Reg.: 8382379000  
Tax ID: SI-56406053  
IBAN: SI56 6100 0002 1442 779  
Bank: Delavska Hranilnica d. d., HDELSI22

Distributor  
info &  
contact



### Warranty Form

Dear Customer,

Your satisfaction with our products is very important to us. Should it happen that, despite all the care that we continually apply in our production and testing, a product displays a defect, it is extremely important to us that we assist you quickly and unbureaucratically.

So that we can examine your warranty claim and deal with warranty cases smoothly, we require your assistance:

- Complete this warranty form in full,
- Make available a copy of your proof of purchase (till receipt, invoice, receipt),
- Make sure that the transport packaging is appropriate.

Note when shipping batteries: Batteries are declared as dangerous goods of UN Class 9. Shipping via transport companies must take place as per the Dangerous Goods regulations and must be in the original packaging. Please note the warranty conditions described in the Warranty Certificate.

### Contact data

First name

Surname

Street

County

Country

Post code, town

Mobile phone

E-mail

### Complaint data

Serial number

Date of purchase

Dealer company name

Dealer address - post code, town, country

Exact product designation

Operating hours (approx.)

Description of the problem (include error message, describe situation, include relevant details)

Enjoy your clean and silent ride with **RemigoOne**



You are most welcome to contact us about anything:  
question, experience, concern, idea... :

<https://remigo.eu/>  
[info@remigo.eu](mailto:info@remigo.eu)  
+386 41 769 489

Remigo d. o. o.  
Stanežiče 27e  
1210 Ljubljana – Šentvid  
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