

Lime

Gen 2.5 E-Scooter Owner's Manual

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Introduction

Thank you for choosing Lime! This manual provides information and instructions about usage, maintenance, riding and safety. Please carefully read the entirety of this manual prior to assembling and using your Lime Gen 2.5 e-scooter.

Your Lime Gen 2.5 e-scooter requires some assembly. In the box you will find the parts you will need to assemble, charge, and activate your scooter.

Scan the QR code below to download the Lime App. Please note that you will need to create a Lime account if you do not have one already. If you have an existing account, you will need to log in to use your scooter. You will also need a smartphone with a good mobile internet network connection in order to unlock and lock your scooter.

Lime App



Download the app for iOS here

<https://apps.apple.com/us/app/lime-your-ride-anytime/id1199780189>

Download the app for Android here

<https://play.google.com/store/apps/details?id=com.limebike>

Operating Manual



This manual is available online

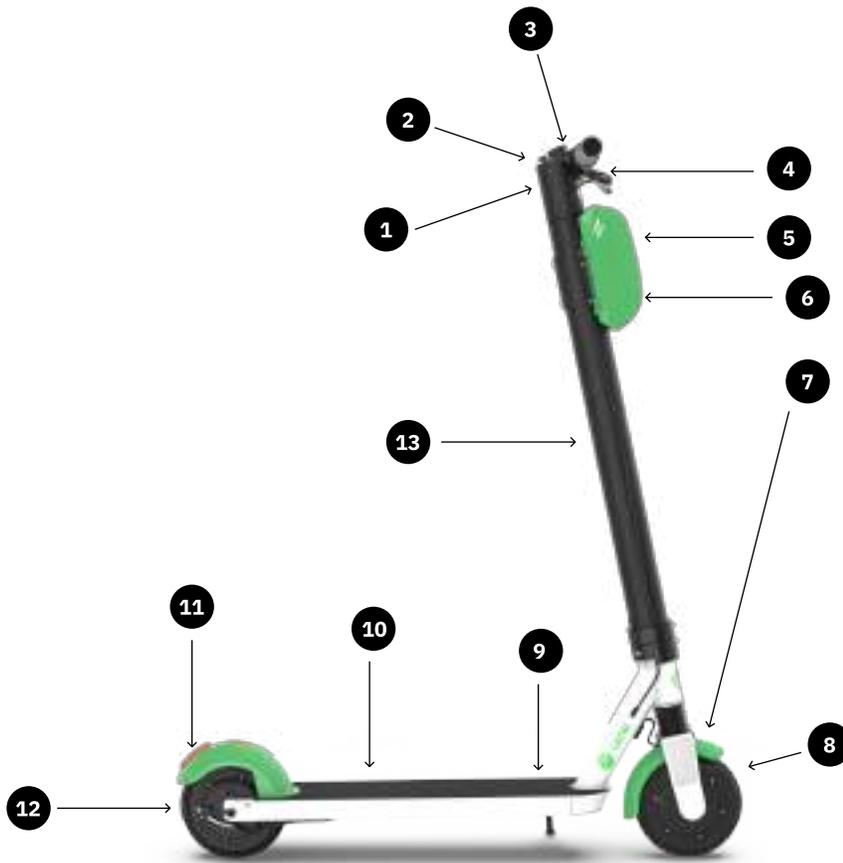
This Owner's Manual is available online www.li.me/owner. Lime may update this Owner's Manual from time to time and you are responsible for monitoring this website for updates to the Owner's Manual.

Product Specifications

DIMENSIONS	47.25 x 19.5 x 515.8 in / 1020 x 495 x 1310 mm
WEIGHT	37.48 lb / 17 kg
LOAD	220 lb / 100 kg
RANGE	Up to 14 miles / 22.5 km
MAX SPEED	15 mph / 24 kmh
POWER	300 watt front wheel drive
BATTERY	9.6Ah, 42 volt (built in battery pack)
BRAKE	Electronic Brake - Front Wheel, Drum Brake - Rear Wheel

E-Scooter Parts

- 1 Charging Port
- 2 Display
- 3 Throttle
- 4 Brake Lever
- 5 Center Console Unit
- 6 Brake Cable
- 7 Front Fender
- 8 Front Wheel / Motor
- 9 Kickstand
- 10 Baseboard
- 11 Tail Light
- 12 Rear Wheel / Brake Drum
- 13 Top Stem



Tools and Parts Included in the Box



Allen Key
size 4mm



H6 screw x 4
(4 needed for assembly,
and 2 extra screws
included as spares)



H6 washer x 2
(2 needed for assembly,
and 2 extra washers
included as spares)



Magnet for CCU
activation



2 amp Charger

WARNING

WARNING: Check to make sure all parts are included in the box.

Assembly

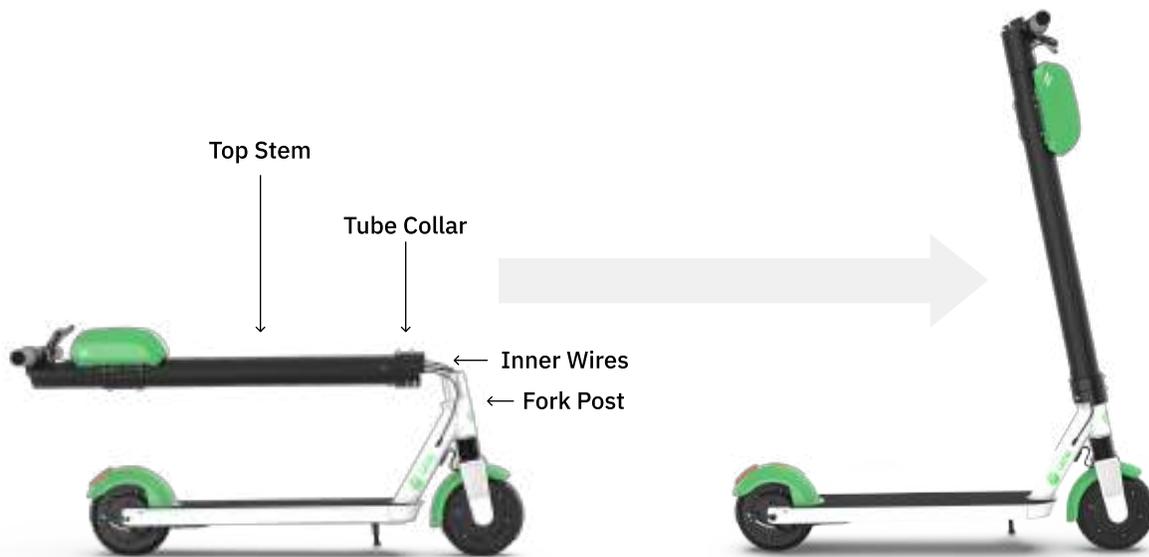
Assembly Instructions (Approx. 15 min) (See images on pages 9 and 10 below)

- Step 1:** Remove the scooter from the box and plastic wrapping
- Step 2:** Place Scooter Top Stem onto the Fork Post through the Tube Collar
- Step 3:** Push wires inside the top stem so they are not pinched or exposed
- Step 4:** Align the Tube Collar so the front screw holes line up with holes in the Fork Post

- Do not disconnect any wires or remove any parts

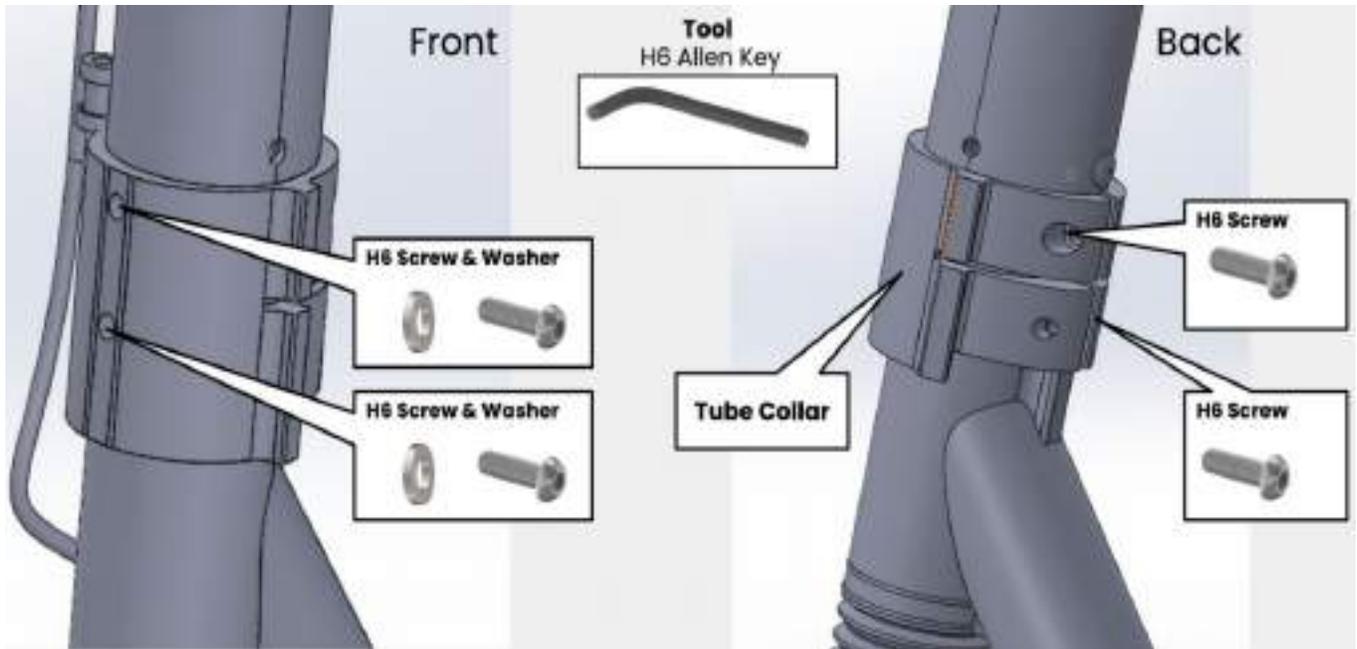
WARNING

- **WARNING:** If you notice damage to the wires or you damage the wires during assembly, please stop assembly immediately, do not ride the scooter, and contact customer support via our webform, available at help.li.me/hc/requests/new.



Step 5: Insert an H6 screw fitted with a washer into each of the two holes in the front of the Tube Collar. Make sure the screws thread smoothly into the holes on the Fork Post, and be sure to tighten them all the way (until you're unable to turn the screws further with the Allen Key). Do not over-tighten.

Step 6: Insert an H6 screw without washers into each of the two holes on the back of the Tube Collar making sure they thread smoothly into the holes and be sure to tighten them all the way (until you're unable to turn the screws further with the Allen Key). Do not over-tighten.



Step 7: Test the stem and fork post stability. Once you have finished steps 1-6, the stem and fork post should feel secure and should not move front-to-back or side-to-side. To test this, place one foot on the baseboard and apply weight to the baseboard with that foot, and place the other foot on the ground for stability. Take hold of the handlebars with both hands and apply pressure to the handlebars forwards and backwards. Next, apply pressure to the handlebars side-to-side. If you notice any movement, you likely need to tighten the H6 screws. Please use the Allen Key provided in the box to do so. Be sure to tighten them all the way (until you're unable to turn the screws further with the Allen Key). Do not over-tighten. If there is still movement after tightening the H6 screws, please contact customer support.

Step 8: Please refer to Getting Started section on page 12.

Charging

How to charge your Lime E-Scooter

- The battery will take up to 6 hours to fully charge.
- Indicator light on charger will turn green when fully charged.
- Scooter Display will show 99.9% when fully charged.
- If you see an **Error code 02E** on the Display, this means low battery. Simply charge the scooter fully and the **02E error code** will automatically resolve in most cases. If you have fully charged the scooter following an **02E error code** and the **02E code** does not disappear from the display, please contact customer support.

WARNING

- **WARNING:** Do not charge at temperatures below 0 degrees Celsius (32 degrees Fahrenheit).

Battery Charger Specifications

TYPE	Li-ion Battery
INPUT	100-240V~, 2.0A (max)50/60Hz
OUTPUT	42.0V, 2.0A



Getting Started

How to use your Lime E-Scooter and the Lime App

1: Download the Lime app from the Apple App Store (iOS) or Google Play Store (Android).

2: Create a Lime account if you do not have one already and be sure to include an email address when signing up - (you will need this to register your scooter). If you already have a Lime account, please be sure that your account has an email address connected to it - you will need an email address to register your scooter). You can add an email address to your account by tapping the Menu icon in the app (☰) and navigating to **Settings**.

3: Visit this article on our website li.me/owners for instructions on how to link your scooter to your Lime account. You can also find the registration link in your purchase confirmation email.

4: Fully charge your scooter. The indicator light on your scooter charger will turn green when it is done charging. It may take up to 6 hours to fully charge.

5: Activate the Green Center Console Unit by rubbing the Magnet Hook up and down continuously for 15-20 seconds on the front of the CCU (magnet included). Once it has been activated, you will hear the CCU chime. It may take 1-2 minutes to chime. Chime may additionally occur after activation.



6: Log into your Lime account.

7: Navigate to the side menu **My Lime**.

a. Note: if you do not see this menu, please check that you verified your email on file when you created your Lime account.

b. After verifying your email address, if you still do not see this menu, please reach out to our Customer Support team by submitting a request via our webform help.li.me/hc/requests/new and they can assist you.

8: Tap **Unlock** and ride!

How to Ride

Once you've fully charged your scooter, you can unplug it from the charger and start riding!

Remember, your smartphone must have a good mobile internet network connection in order to unlock and lock your scooter. For your safety, **always wear a helmet while riding**. Be sure to inspect your scooter for damage and perform the safety check described on page 18.

Starting and Stopping

Take hold of the handlebars with both hands. Place one foot on the footboard and kick with the other to propel forward. Hold down the throttle with your right thumb to accelerate (up to 15 mph). Use the hand brake to slow down and to stop. Use the kickstand when you park.

Where to Ride

We recommend riding in bike lanes or close to the curb in the street. Some states and cities don't allow e-scooter riding or parking; please be sure to familiarize yourself with local rules and laws and always follow them. Make sure to avoid sharp bumps, potholes, drainage grates, and rail tracks, and to monitor for sudden surface changes or changes in the condition of the road due to weather or construction sites. Do not carry any objects that may cause you to lose balance while riding, and do not ride with more than one passenger.

For more information on how to ride, open your Lime app, navigate to the main menu, then tap on **Safety Center**, and then tap on **How to Ride** or visit this article: <http://bit.ly/LimeHTR>.

After Your Ride

Once you're done riding, you can park and lock your Lime scooter. This will lock the front wheel and turn off the lights. Please note that when your scooter is locked, it is still powered on and will eventually deplete the battery, so we recommend charging it once you've completed your trip.

Maintaining your Lime E-Scooter & Safety Inspection

- Do not ride your scooter during and after wet or inclement weather conditions like rain, snow and hail. You should also avoid riding your scooter on roads that you know are in rough shape and/or that have ongoing construction.
- Before each use, conduct a **safety inspection** of the scooter, including:
 - 1. Hand Brake:** Test the brakes by trying to roll your scooter forward and back while squeezing the brake lever. The back wheel should not rotate.
 - 2. Throttle:** Test the throttle by applying pressure downward and then release the pressure. Check that it springs back to its original position.
 - 3. Damage:** Check the Frame, Stem, Handlebars, and Baseboard for any dents, cracks, or signs of other damage.
 - 4. Steering:** Check to make sure the steering is handling properly by rotating the handlebars to the left and right.
 - 5. Lights:** Make sure that your front and rear lights are on (they should turn on automatically when you unlock your scooter with the app).
 - 6. Wheels:** Make sure the wheels are in good condition and check for any signs of excessive tread wear.
 - 7. Screws:** Make sure the stem is securely attached to the base of the scooter. If you notice any play in the stem (i.e. swaying or moving back-and-forth) you likely need to tighten the H6 screws you installed during assembly with the Allen Key (see assembly instructions).
 - 8. Error Codes:** Check the Display for error codes. If any are present other than **02E, do not ride the scooter** and the contact Customer Support (please refer to the error codes section on page 23 for more information on error codes).

WARNING

- **WARNING:** If you check your scooter and identify any component that is not functioning properly, notice damage or excessive wear and tear, or you encounter an error code other than **E02, do not ride your scooter** and please contact Customer Support via our webform, available at help.li.me/hc/requests/new.
- To clean your Lime scooter, you can wipe it down with a soft damp cloth or towel and/or scrub it with a soft bristled toothbrush. Be sure that you do not use corrosive substances/cleaning solutions because they could damage your Lime Scooter (don't use gasoline, kerosene, acetone, alcohol, bleach etc.)
- You are responsible for monitoring the condition of your scooter, maintaining the components and using only authorized replacement parts with installation performed by individuals authorized by Lime to service your scooter.
- Do not modify the scooter. Doing so will void any applicable warranties and may put you at increased risk of serious injury or death.

Safety Warnings

WARNING

- Whenever you ride your scooter, you risk injury or death from loss of control, collisions, and falls.
 - Not for use by persons under the age of 18.
 - Do not submerge in water.
 - This scooter does not fold.
 - Do not charge at temperatures below 0 degrees Celsius or 32 degrees Fahrenheit.
 - If you have been in an accident, **DO NOT RIDE YOUR SCOOTER**. Damage may have occurred to the scooter that is not visible to the naked eye.
 - Read and understand all safety warnings listed on the product labels, located on the left side of the scooter Baseboard and underneath. Always follow these safety instructions.
 - People who should NOT ride this product include:
 - Those with heart conditions, pregnant women, or persons with head, back, or neck ailments that limit their ability to ride safely.
 - Anyone under the influence of alcohol or drugs.
 - Persons with any mental or physical conditions that may make them susceptible to injury or impair their physical dexterity or mental capabilities to recognize, understand, and perform all of the safety instructions and to be able to assume the hazards inherent with this product.
 - Be sure to understand and comply with state and local laws and regulations when riding this product. Do not ride where prohibited by local law or otherwise. Check state and local laws.
 - Do not ride in the snow, in the rain, or on roads which are wet, muddy, sandy, uneven, icy, or that are slippery. Do not ride over obstacles. Doing so could result in loss of balance or traction and could cause a fall (and resulting serious injury or death). Whenever you ride your vehicle you risk injury or death from loss of control, collisions, and falls. Be sure to read the Owner's Manual in its entirety and before your first ride.
 - When braking rapidly, you risk serious injury or death due to loss of traction and falls. Watch your speed when traveling downhill. Apply brakes gradually when traveling at high speeds to slow to a more moderate speed. If your brakes feel loose, stop riding the scooter and contact customer support.
 - Ride safely to avoid falls or collisions.
 - Do not use this product for racing, stunt riding, or other maneuvers, which may cause loss of control, or may cause uncontrolled operator actions.
 - Avoid contact with moving parts. Ensure hands, feet, hair, clothing, and other body parts stay clear of moving parts like the motor or rear wheel.
 - ALWAYS keep both hands on the handlebars when riding.
-

Safety Warnings (continued)

Electrical Warning

WARNING

DO NOT attempt to disassemble the battery. This is a fire risk.

- Never modify the electrical system as this may result in a risk of electric shock, electrocution, or fire.
- To prevent electric shock, do not immerse the charger or battery in water when cleaning. To clean, remove the charger plug from the outlet and wipe with a dry cloth.
- Only use the charger specified by the manufacturer.
- Only store in dry areas. Never store in wet conditions. Never submerge the scooter or battery in water or other liquids.

Federal Communications Commission (FCC) Compliance Statement:

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy; if not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. There is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by powering the equipment off and on, the user is encouraged to try to correct the interference by using any of the following measures:

- Reorienting or relocating the receiving antenna.
- Increasing the separation between the equipment and receiver.
- Connecting the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and with the Industry Canada (IC) Compliance Statement. This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Safety Warnings (continued)

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement. CAN ICES-3 (B)/NMB-3(B)

Disclosure for Users in California

YOUR INSURANCE POLICIES MAY NOT PROVIDE COVERAGE FOR ACCIDENTS INVOLVING THE USE OF THIS SCOOTER. TO DETERMINE IF COVERAGE IS PROVIDED, YOU SHOULD CONTACT YOUR INSURANCE COMPANY OR AGENT. YOU MAY NOT MODIFY OR ALTER THE EXHAUST SYSTEM OF THIS SCOOTER TO CAUSE IT TO AMPLIFY OR CREATE EXCESSIVE NOISE PER VEHICLE CODE SECTION 21226, OR TO FAIL TO MEET APPLICABLE EMISSION REQUIREMENTS PER VEHICLE CODE 27156.

Safety Guidelines

You are responsible for understanding and following these safety guidelines. Failure to follow these instructions may cause serious injury or death. Whenever you ride your vehicle you risk injury or death from loss of control, collisions, and falls.

YOU MUST

- Be at least 18+ years old.
- Be familiar with, and abide by all local rules and regulations, including any traffic laws.
- Ride safely at all times to avoid falls or collisions.
- Be aware of any road obstacles, including potholes, even pavement, debris, and steep gradients.
- Ride with only one rider per scooter.
- Maximum weight on the scooter is 220lb / 100kg.
- Always wear a helmet while riding. A helmet is recommended, unless required by law.
- Always wear a helmet while riding. You are required to check the local rules. In some areas, wearing a helmet or other protective gear may be required by law.

DO NOT

- Ride under the influence of any drugs or alcohol or similar substance.
- Ride in the snow, rain, or on surfaces which are slippery, including roads that are wet, muddy or icy.
- Use for racing, stunt riding, performing tricks, or other maneuvers, which may cause loss of control and serious serious injury or death.
- Ride carrying any objects, including bags, luggage, or pets.
- Check your phone, text message or otherwise use your phone while riding.
- Exceed the maximum weight: 220.0 lb (99.8 kg).
- Ride over speed bumps, thresholds, or other bumps at high speed.
- Press the throttle when walking with the scooter.
- Ride on sidewalks (unless permitted by local and state law).
- Ride on highways.
- Sharply rotate the handlebars suddenly while driving at high speeds.
- Ride with more than one rider.
- Ride up and down stairs.
- Jump over obstacles.

Warranty

Limited Warranty

This limited warranty (“Limited Warranty”) applies to the Lime Gen 2.5 E-Scooter (“Product”) as manufactured for and distributed by Neutron Holdings, Inc. dba Lime, (“Lime,” “we” or “us”) located at 85 2nd Street, Suite 100, San Francisco, CA 94105 for consumers in the United States. Your Product must be purchased from Lime or an authorized reseller of the Product. You must retain the original purchase receipt and your Limited Warranty, and provide this documentation to Lime to verify your warranty eligibility. Your Product must have the serial number clearly legible, unobscured, uneffaced and unmodified.

Please retain this document and your original purchase receipt to preserve your warranty service.

CONTACTS

Service Contact Form: help.li.me/hc/requests/new
Visit www.li.me for the latest contact information.

How Long Does Coverage Last? This Limited Warranty begins on the date of purchase or delivery of the Product, whichever is later (the “Warranty Period”) and applies only to purchasers in the United States. Your request for service must be received by Lime within the Limited Warranty Period.

What Does This Warranty Cover? This Limited Warranty covers all defects in material and workmanship of the Product arising from your normal and ordinary use of the Product. In the event a defect covered by this Limited Warranty occurs during the Warranty Period, Lime will repair or replace your Product as set forth herein. The approach taken to resolve any issues is at Lime’s sole discretion. If we determine that a product should be replaced, the replacement may be a new, refurbished, or remanufactured Product. This Limited Warranty applies to the Product as follows:

VEHICLE BODY - 1 YEAR

Scooter Base and Frame	Brake Cable
Down Tube	Charge Port
Front Fork	
Fork Post	
Handlebar	

OTHER COMPONENTS - 180 DAYS

Center Console Unit	Electric Brake Level
Electronic Control Unit	Head Light
Battery Pack	Tail Light
Battery Charger	
Electronic Throttle Mechanism	

COMPONENTS SUBJECT TO WEAR - 90 DAYS

Handlebar Grips	Rear Decorative Strips
Front Wheel, Tire, and Wheel Motor Hub	Front Fork Cover / Trim
Rear Wheel, Brake Drum and Tire	Reflective Stickers
Front Fender	Kickstand
Rear Fender	Fasteners
Front Decorative Strips	Charge Port Cover

Warranty (continued)

REPLACEMENTS AND REPAIRS

Upon replacement or repair, the Limited Warranty shall be the longer of: (i) the remainder of the original Limited Warranty for the Product; or (ii) 90 days from the date of receipt of the replacement or repaired Product.

How Do I Get Warranty Service? Lime’s online help resources are available at: help.li.me/hc/requests/new. If you discover what you believe is a defect for your Product, please contact Lime via the webform listed above. Lime’s support personnel will assist you in diagnosing and fixing problems you may encounter in the use of your Product and help you obtain service under this Limited Warranty if necessary.

To submit your Product for warranty service, you will be asked to provide Lime with (i) the proof of purchase from Lime; and (ii) the Product’s serial number. You can find the serial number on the exterior of the shipping box or on the bottom of the Product.

Upon verification of your eligibility, you will need to provide your name, email address, mailing address and contact telephone number in order to receive a return materials authorization (“RMA”) number. Lime must receive your defective Product within thirty (30) days from Lime’s issuance of an RMA to you. Lime may direct you to a designated third party for warranty repairs.

You must include your defective Product within the Lime-provided or Lime-approved packaging for shipment to Lime. You are responsible for any damages caused by your improper packaging or shipment of the Product to Lime, or risk of loss during transit.

An authorized service provider will conduct an inspection of your Product. If Lime determines that the problem is not covered under the Limited Warranty, Lime will notify you and inform you of service or replacement alternatives that are available to you on a fee basis, or Lime will return your Product to you unrepairs.

For eligible warranty claims, Lime will service defective Products with new or reconditioned parts of the same or similar style at no cost to you for the service. Parts replaced by Lime will be retained by, and become the property of Lime. For eligible warranty claims, Lime will pay reasonable return shipping charges for the return of the Product to you.

What is not covered by this warranty?

This Limited Warranty describes the service available to you in the event your Product requires warranty service, and you may have additional protections under your local laws. This Limited Warranty does not cover and excludes damage to your Product:

- Caused by abuse, misuse, neglect or commercial use.
- Caused by improper charging, storage, or operation, including, without limitation, failure to properly maintain in accordance with the owner’s manual, use contrary to the owner’s manual and other documentation, use other than in accordance with specified weight and age limits, use on stairs, walls and curbs, or any extreme sport or exhibition use.
- Caused by accident, collision, riding over obstacles, racing, fire, water submersion, high pressure water spray, freezing, earthquake, dropping, severe oxidation, or chemical solvent corrosion.
- Caused by any repair that was unauthorized by Lime.

Warranty (continued)

- Caused from improper packaging or mishandling during shipment to the warranty-service provider.
- That is cosmetic, including scratches, dents and the removal of protective coatings that are designed to diminish over time, unless such damage occurred due to a defect in materials.
- Caused by the use of the Product with, or any modification to the Product using, any third party product, component or accessory that is not sold by Lime.
- That does not arise from Lime's product-design, technology, manufacturing or quality.

Liability Disclaimer and Limitation: Lime does not assume, nor authorizes anyone to assume on its behalf, any other obligation or liability in connection with a Product, its component parts, accessories, service repair, or this Limited Warranty. Lime is not responsible for any loss of use of a Product, its component parts, accessories, or for any inconvenience or other loss or damage which might be caused from any defect in a Product, its component parts, accessories, service repair, or for any other incidental or consequential damages the purchaser may have as a result of any defect in a Product, its component parts, accessories, or service repair.

What is not covered by this warranty?

THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO PRODUCT AND ITS COMPONENT PARTS, ACCESSORIES, AND SERVICE REPAIR. LIME AND ITS AFFILIATED COMPANIES DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER APPLICABLE LAW. ANY SUCH IMPLIED WARRANTIES WHICH MAY BE REQUIRED BY LAW AND ARE NOT DISCLAIMED HEREBY ARE LIMITED, TO THE EXTENT ALLOWED BY LAW,

TO THE APPLICABLE PERIOD OF THIS LIMITED WARRANTY, OR TO THE APPLICABLE TIME PERIOD PROVIDED BY THE APPLICABLE STATE LAW, WHICHEVER PERIOD IS SHORTER. SOME COUNTRIES/STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME PURCHASERS.

LIME'S TOTAL AND AGGREGATE LIABILITY FOR ALL CLAIMS, JOINT AND SEVERALLY, ARISING HEREUNDER AND ANY AND ALL APPLICABLE WARRANTIES AT LAW ARE LIMITED TO THE REPAIR OR REPLACEMENT OF ANY DEFECTIVE PRODUCT, AS DETERMINED IN LIME'S DISCRETION, AND ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE HEREBY EXCLUDED, UNLESS SUCH LIMITATIONS AND EXCLUSIONS ARE PROHIBITED BY APPLICABLE LAW. SOME COUNTRIES/STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

What Laws Govern this Warranty? The laws of the State of California, USA, govern this Warranty. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Claims and Dispute Resolution: LIME AND YOU AGREE THAT ALL CLAIMS OR DISPUTES ARISING IN ANY WAY FROM THIS LIMITED WARRANTY OR THE SALE, CONDITION OR PERFORMANCE OF THE PRODUCT, WHETHER BASED IN CONTRACT, TORT, STATUTORY, FRAUD, MISREPRESENTATION OR ANY OTHER LEGAL THEORY, AND ALL CLAIMS THAT ARE SUBJECT OF A PURPORTED CLASS ACTION LITIGATION THAT YOU ARE NOT A MEMBER OF THE CERTIFIED CLASS, SHALL BE RESOLVED THROUGH ARBITRATION AS PROVIDED FOR HEREIN, OR IN SMALL CLAIMS COURT, AND NOT BY A TRIAL BY JURY. YOU

Warranty (continued)

WAIVE THE RIGHT TO A TRIAL BY JURY, AND WAIVE THE RIGHT TO PARTICIPATE IN CLASS ACTIONS ARISING FROM OR RELATING TO ANY AND ALL CLAIMS AND DISPUTES WITH LIME. YOU AGREE THAT YOU MAY ARBITRATE CLAIMS AGAINST LIME ONLY IN YOUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF, A CLASS REPRESENTATIVE, OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING. THIS AGREEMENT EVIDENCES A TRANSACTION IN INTERSTATE COMMERCE, AND THUS THE FEDERAL ARBITRATION ACT GOVERNS THE INTERPRETATION AND ENFORCEMENT OF THIS PROVISION. THIS PARAGRAPH SHALL SURVIVE THE TERMINATION OF THIS LIMITED WARRANTY. LIME REQUIRES THAT YOU ARBITRATE YOUR CLAIMS AGAINST LIME PURSUANT TO THE ARBITRATION DESCRIBED BELOW PRIOR TO YOUR EXERCISE OF YOUR RIGHTS PURSUANT TO TITLE I OF THE MAGNUSON-MOSS WARRANTY ACT. TITLE I OF THE MAGNUSON-MOSS WARRANTY ACT DOES NOT REQUIRE YOU TO PURSUE RIGHTS AND REMEDIES AVAILABLE TO YOU THAT ARE NOT PROVIDED BY TITLE I OF THE MAGNUSON-MOSS WARRANTY ACT.

Any such arbitration shall not be combined or consolidated with a claim or dispute involving any other person's or entity's product or claim or dispute, and specifically, without limitation of the foregoing, shall not under any circumstances proceed as part of a class action or class arbitration.

The arbitration will take place in Santa Clara, California or a mutually agreed upon location. Arbitration shall be administered by the American Arbitration Association ("AAA"), or alternatively a mutually agreed upon arbitrator or arbitration service, under the applicable commercial arbitration rules for AAA or the mutually agreed upon arbitration service, excluding any rules or procedures governing or permitting class actions. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Limited Warranty, including, but not limited to any claim that all or any part of this Limited Warranty is void or voidable, or whether a claim is subject to arbitration. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator's award shall be written, and binding on the parties and may be entered as a judgment in any court of competent jurisdiction. To the extent the filing fee for the arbitration exceeds the cost of filing a lawsuit, Lime will pay the additional cost. The arbitration rules also permit you to recover attorney's fees in certain cases. The parties understand that, absent this mandatory provision, they would have the right to sue in court and have a jury trial. They further understand that, in some instances, the costs of arbitration could exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court.

This arbitration provision also applies to claims and disputes by you, the purchaser of the Product, and all those in privity with you, including your family members, beneficiaries and assigns, against Lime's subsidiaries and affiliates, and any person or entity that licensed, supplied, sold or distributed the Product, and each of their officers, employees, representatives, licensors/licensees, agents, beneficiaries, predecessors in interest, successors, and/or assigns.

You may opt out of this dispute resolution procedure by providing notice to Lime no later than thirty (30) calendar days after the date of the first consumer purchaser's purchase of the Product. To opt out you must send notice by mail to Attention: Arbitration Opt Out, Neutron Holdings, Inc. dba Lime, 85 2nd Street, Suite 100, San Francisco, CA 94105. The opt out notice must include (a) your name, email address, mailing address and phone number; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the Serial Number. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the benefits of the Limited Warranty. If you opt-out of these arbitration provisions, Lime also will not be bound by them.

Troubleshooting

If the LCD screen shows any of the following error codes other than **02E**, **do not ride the scooter and please contact the Lime support team** by submitting a request via our webform at help.li.me/hc/requests/new. If you are in the middle of a ride and encounter an error code, please slow to a stop in a safe location, end your ride and contact the Lime support team -- **do not ride the scooter**. The scooter will automatically be disabled if an error code is present on the display.

Error Codes	
01E	07E
02E*	08E
03E	09E
04E	10E
05E	11E
06E	12E

*If the scooter shows a **02E** error code, it means that the battery is too low. You do not need to contact customer support. Simply plug the scooter in and charge it fully.



Customer Support

In the event that you need assistance from our customer support team, please submit a request via our webform, available at help.li.me/hc/requests/new.

