S02

User manual.

SILENCE

UM_S02 MY26_ENG_V1.5
User manual S02 MY26

Vehicle information

Model:
Plate number:
Vehicle identification number:
Date of registration or delivery of vehicle:
Official SILENCE service: Contact telephone number:

Provided with the vehicle

	Yes	No
User manual (web):		
Keys:		
Charger cable:		
Power strip protector:		
Operational consulting:		

Client acceptance:

Date:

Introduction

Thank you for your trust in choosing an **S02**.

With your new **S02** electric scooter, you'll enjoy cutting-edge technology and premium-quality features.

We recommend that you carefully read this User Manual to become familiar with your vehicle and make the most of all its features in your day-to-day driving.

Information on handing the vehicle is complemented with instructions for vehicle operation and maintenance. This guarantees your safety and preservation of your vehicle's value. We also provide you with valuable practical tips and suggestions to drive your vehicle efficiently and in an environmentally friendly way.

We hope you enjoy your vehicle and always have a nice trip.

SILENCE Team

About this manual

This manual describes the **equipment** in the vehicle at the time this text was completed. Some of the equipment described as follows will be added at a later date or are only available on certain markets.

Some of the equipment and features described herein are not included in all kinds or makes of a model and may be changed or modified based on technical and market requirements. Under no circumstances may this be interpreted as false advertising.

Certain details in the **illustrations** may differ from your vehicle. They should be viewed as a standard representation.

Directional indications (left, right, forward, back) in this manual refer to the direction in which the vehicle drives, unless specified otherwise.

The **audio-visual material** merely aims to help users to better understand some of the car's functions.

It does not replace the user manual. Please see the user manual for complete information and warnings.

✱ Equipment **marked with an asterisk** is only serially provided with certain model makes. It is supplied as an option only for certain makes or only supplied in certain countries.

® **Registered trademarks** are marked with an ®. If this symbol is not present, this does not guarantee the absence of a trademarked term.

>> This means that the section continues on the next page.

You may access the information in this manual with the:

- Thematic index with the manual's general structure by chapters.

CAUTION

Texts preceded by this symbol contain information on your safety and warn you of possible danger of accidents or injury.

WARNING

Texts preceded by this symbol are to warn you about possible damage to the vehicle.

INFORMATION

Texts preceded by this symbol contain additional information.

Most updated version

To see the most recently updated version of the manual:

- scan the QR code
- or enter this address into your web browser: **https://www.silence.eco/en/user-manual**

Manufacturer's data

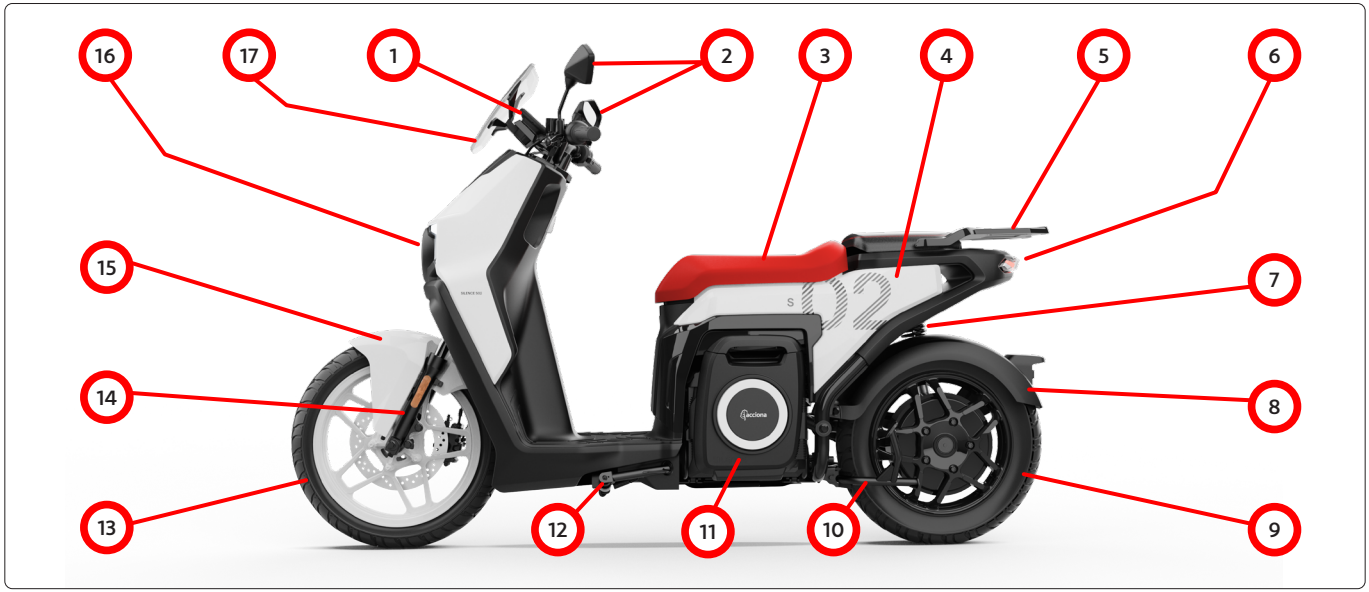
Manufacturer: SCUTUM LOGISTIC, S.L.
Name or registered trademark: SILENCE
Address: c/ Còrsega 293, 08008 Barcelona
Website: www.silence.eco
E-mail: support@silence.eco

Index

Vehicle information **2**
Provided with the vehicle **2**
Introduction **3**
About this manual **4**
Most updated version 5
Manufacturer's data 5
In case of emergency: 5
Overview **8**
Safety **9**
Safe driving 9
Safety first! 9
Factors bearing on safety 9
Use and Maintenance 10
Clothing and Protective Gear 11
Wheels **12**
Wheels and tyres 12
General observations 12
New wheels and tyres 13
Tyre life cycle 13
Tyre pressure 13
Wear indicators 14
Carrying loads 14
Accessories and modifications 15
Fuse box 15
Use **16**
Battery pack ("be" 17
Motor (real wheel) 17
Instrument dashboard 18
Ambient temperature 19
Battery SoC 19
ABS 19
Speedometer 20
Clock 20
Low Beam Indicator 20
High Beam Lights 21
Seat Unlocked 21
Side Stand 21
Charge 22
Turn Signals 22
Estimated Mileage 22
Driving Modes 23
Ready to Start 23
Reverse Movement 23
Forward Movement 24
Energy Flow Bars 24
Message Area 25
Service / Maintenance 29
Powertrain Faults 29
Overtemperature Indicator 29
OBD Indicator 30
Hazard Warning Notice 30
Cruisecontrol 30
Lights 31
Controls and operating elements 32
Combined brake - Regenerative brake 32
Brake with ABS 33
Left-hand controls 34
Right-hand controls 35
Ignition switch 36
Lighting 38
Front light adjustment 39
Seat – Underseat compartment 40
Rubber cover 41
Suspension 42
Stands 42
Start driving 44
Driving modes 44
Checks before driving off 46
Charge level 46
Lights and indicators 46
Stands 46
Tyres 47
Rear tyre 47
Brake fluid 47
Brake pads 48
Brake levers 48
Battery anchorage 48
Vehicle identification 49
VIN number - Chassis number 49
Production information label 49
"My Silence"APP 50
Batteries 51
Introduction 51
Safety instructions 51
Temperature 52
Battery charge indicator in % (SoC) 53
Autonomy 53
Good battery charging practices 53
You must follow these recommendations when charging the battery: 53
Good practices for proper battery maintenance 53
First aid measures 55
Fire protection measures 55
Recycling the battery pack 55

Battery charging 57
Vehicle maintenance 63
Maintenance and cleaning 63
Cleaning 63
Headlamps/Rear optical sets 63
Wheels 63
Hubcaps / Hubcap fittings 63
Paint 63
Decorate slats 64
Plastic parts 64
Instrument dashboard 64
Paneles de mando 64
Take special care with 64
Operations and frequency 65
Storage 66
Collection of vehicles at the end of their life cycle and scrapping 66
Recycling electric or electronic equipment 66
Technical data 67
Relevant information 67
Introduction 67
Tyre pressure 67
Vehicle identification details 67
Weights 67
Technical specifications 68
Dimensions 70
Battery and charger specifications 72
Maintenance schedule 73
Troubleshooting 74
Vehicle and battery warranty 75
Delivery to buyer 75
Warranty Conditions 76
General 76
Exclusions 77
Specificities with regards to the battery 78
Maintenance 80
Inspection: Vehicle and Battery 81
S02 inspection log (both vehicle and battery) 82

Overview



1. Instrument panel
2. Rearview mirrors
3. Seat
4. Storage compartment / Trunk
5. Grab handle
6. Rear light and indicators
7. Rear monoshock
8. Rear fender
9. Rear wheel (drive)
10. Center stand
11. Battery
12. Side stand
13. Front wheel
14. Front fork
15. Front fender
16. Front headlight and indicators
17. Windscreen / Fairing

Safety

Safe driving

Safety first!

WARNING

• This chapter contains information of interest on handling the vehicle, both for the driver and the passenger. In other chapters on on-board documentation, there is other important information of which the driver and passenger must also be aware of their safety.

- Driving a vehicle requires attention and involves the safety of yourself and others. This vehicle is not designed to be ridden hands-free. Therefore, you must take responsibility for adopting the necessary precautions to minimize risks while using your **SILENCE S02**.
- In this section, and throughout the manual, you will find **information and recommendations** to make riding your motorcycle as safe as possible. However, it cannot cover or warn you about all the **dangers associated with vehicle operation and maintenance**, so you must use **common sense** to enjoy your scooter with minimal risk.
- Below are the most important recommendations:

Factors bearing on safety

As driver, you are responsible for your own safety and your passenger's.

- Always remain attentive to traffic and do not become distracted by your passenger or telephone calls.
- Never drive when your faculties are impaired (e.g., under medication, drugs, alcohol).
- Follow traffic rules and speed limits.
- Always adapt your speed to the characteristics of the road, as well as weather conditions and traffic circumstances.
- On long trips, stop regularly to rest, at least every two hours.
- Whenever possible, avoid driving when tired or tense.

WARNING

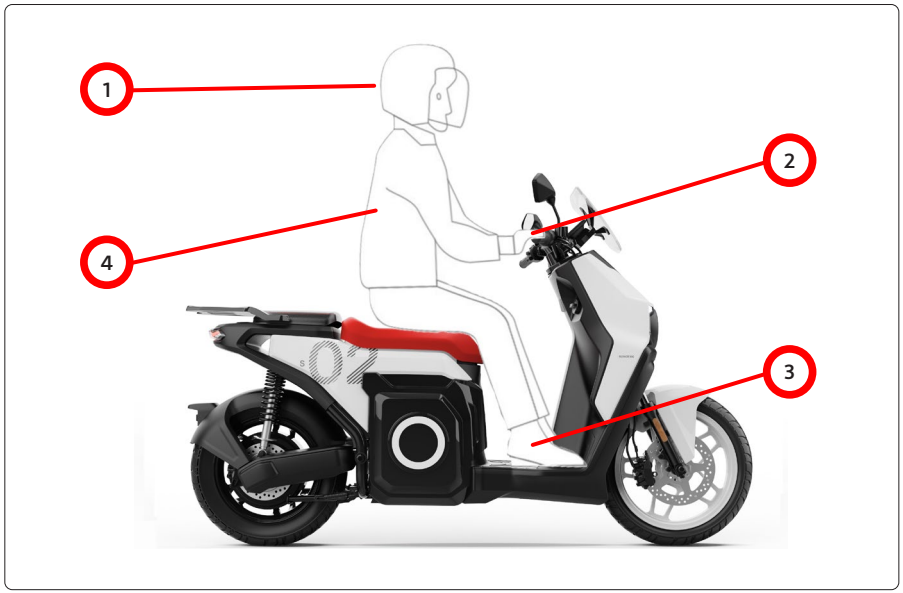
Driving under the effects of alcohol, drugs, medications, and narcotics can cause serious accidents that can even be lethal.

• Alcohol, drugs, medications, and narcotics can considerably alter your perception, reaction time, and safety while driving, which could lead to loss of control over the vehicle.

Use and Maintenance

- The SILENCE S02 scooter is an urban vehicle designed to be used only on roads, carrying a maximum of the rider and one passenger. You must also respect the maximum load capacity indicated in the **"Cargo Load"** section.
- **Ride within your limits:** Consider your personal ability and the road conditions to ride safely. Do not overestimate yourself and allow margin for unexpected situations.
- **Do not drink or take drugs before riding:** Your reflexes will be reduced, and so will your ability to handle unexpected events. Do not allow others to ride in this condition either.
- **Consider other factors:** Take into account other factors that may affect your riding, such as the consumption of certain medications, fatigue, or lack of attention.
- **Keep the scooter in proper condition:**
- Just as your own fitness is important for riding, it is your responsibility to inspect and maintain your scooter before riding, following the instructions in this manual (see the **"MAINTENANCE PROGRAM"** section). Inadequate or absent maintenance is a risk factor.

Clothing and Protective Gear



1. Always wear a helmet and eye protection (visor or goggles).
2. Wear gloves.
3. Footwear should fit properly, have a low heel, and protect the ankles.
4. Wear brightly colored or reflective clothing that fits snugly.

For your safety and that of the passenger, we recommend using appropriate protective clothing for riding a motorcycle. Although the protection may not be total, it will considerably reduce the likelihood of injuries and their severity. Seek advice from specialists to choose what best suits you.

Always wear a helmet: Proper helmet use is essential and mandatory for both rider and passenger. It must be certified, in good condition, and **properly fastened**. Helmets reduce head injuries and their severity. **Full-face helmets** (covering the entire head) are recommended over open-face helmets (jet or three-quarter), preferably in light colors, bright, or with reflective bands, lightweight, and of the **correct size**.

Use eye protection: Always use eye protection, either the helmet's visor or suitable goggles.

Other clothing: Wear rigid boots and leather gloves to protect feet, ankles, and hands from abrasions, cuts, and

bruises. Use motorcycle-specific jacket and pants. They should fit snugly and be the correct size, preferably with reflective bands.

These recommendations also apply to the passenger, if any.

Wheels and tyres

General observations

- If your vehicle has new tyres, drive with extreme prudence for the first 500 km.
- If you must drive on kerbs or similar, do so slowly and, if possible, with your wheels perpendicular to the obstacle.
- Occasionally check whether the tyres are damaged (holes, cuts, cracks, or dents). Remove all foreign objects from the tyre's profile.
- Damaged wheels or tyres must be immediately replaced.
- Keep the tyres from being soiled by oil, grease, or fuel.
- If you have lost one of the valve caps, replace it as soon as possible.

Invisible damage

Damage to tyres and wheels is often not visible to the naked eye. If the vehicle is vibrating unusually or tends to veer to the side, this may be a sign of tyre deterioration. Reduce speed as soon as possible if you suspect that has a wheel has been perforated. Check whether the tyres are damaged.

If the outside of the tyre bears no sign of damage, keep driving slowly and prudently to the nearest specialised shop so they can check your vehicle.

Foreign objects inserted in the tyre

- Do not remove foreign objects if they have penetrated the inside of the tyre!

Later accessory assembly

If you wish to change or re-equip the wheels, we recommend that you go to an official SILENCE service center to get advice on the available technical options.

WARNING

- **New tyres do not reach optimum adherence until after the first 500 km. As such, we recommend that you drive with caution to avoid possible accidents.**
- **Never drive with damaged tyres. There is a risk of having an accident.**
- **If the vehicle vibrates unusually or tends to veer to the side while driving, stop immediately and check the condition of the tyres.**
- **Do not use used tyres when you do not know the circumstances under which they were used before.**

New wheels and tyres

We recommend that you bring your vehicle to a specialised shop to conduct all work on wheels or tyres. They have the necessary knowledge and special tools and appropriate spare parts.

WARNING

- **Only use combinations of tyres and wheels, as well as wheel bolts, which are suitable and approved by SILENCE. Otherwise, the vehicle may be damaged, and this can cause an accident.**
- **For technical reasons, it is not possible to use wheels from other vehicles; in some cases, not even wheels from the same vehicle make.**

Tyre life cycle

To lengthen the life cycle of the tyres, they must always be inflated to the proper pressure, and you must drive with moderation.

- Check your tyre pressure at least once per month, and also before each long trip.
- You must always check pressure when the tyres are cold. Do not reduce tyre pressure if they are hot.
- Adapt tyre pressure to the load the vehicle is carrying.
- Avoid driving too fast on curves and abrupt accelerations.
- Occasionally check the tyres for irregular wear.

Tyre pressure

	Driver	One passenger
Front tire pressure	1,8 bar	2,2 bar
Rear tire pressure	2,0 bar	2,3 bar

Insufficient or excessive tire pressure greatly reduces the lifespan of the tires and negatively affects the vehicle's handling. Tire pressure is especially important when driving at high speeds.

Driving style

Fast driving on curves and abrupt acceleration and braking (squeaking brakes) increases wheel wear.

WARNING

Inappropriate handling of tyres and wheels can lead to sudden pressure loss in tyres, loss of tread, or even exploding tyres.

- **The driver is responsible for ensuring that the vehicle's tyres are inflated to the correct pressure.**
- **Regularly check tyre pressure and always keep it at the recommended inflation pressure.**

- Regularly check tyre pressure when tyres are cold. If necessary, adjust mounted tyre pressure when the tyres are cold.
- Regularly check that the tyres show no signs of wear or damage.
- Never exceed the speed and maximum load permitted for your vehicle's tyre type.

INFORMATION

If tyre pressure is insufficient, it increases energy consumption.

Wear indicators

At regular intervals and crosswise from the direction the vehicle drives, there are wear indicators at the bottom of the original tyres' tread that are 1.6 mm high. The minimum profile depth permitted is reached when the tyres are worn down to the wear indicators. Replace the tyres with new ones.

WARNING

Tyres must be replaced at the latest when the wear indicators are worn down. Otherwise, you run the risk of an accident.

- Especially when driving under adverse weather conditions, such as rain and ice. It is important that the tread on the tyres be as deep as possible, and that it be approximately the same on the tyres on the rear and front axles.
- Poor driving safety due to insufficient tread depth is clear especially when driving, with the risk of "aquaplaning" when driving through deep puddles, when driving on curves, and in braking behaviour.
- If you do not adapt your speed, you can lose control of the vehicle.

Carrying loads

This scooter is designed to be driven safely as long as the maximum load capacity and its distribution are respected. Failure to do so may compromise the stability, braking and manoeuvrability of the scooter

The **maximum weight** of the scooter must not exceed 293 kg, including the vehicle itself with its battery and accessories, the driver and the passenger (when applicable), and the load. The weight carried must be distributed evenly between the two axles, and must not exceed 95 kg on the front axle nor 198 kg on the rear axle.

Remember that the weight of any accessories installed will reduce the weight of the maximum load that the scooter can carry.

INFORMATION

- Distribute the load evenly on the scooter, and try to keep it as close to the centre as possible.
- Make sure the load is firmly strapped down, and avoid carrying loose objects.

- Always make sure tyres are properly inflated, and adjust the rear suspension to suit the specific load in each case.

Accessories and modifications

We recommend using only original SILENCE accessories, as they have been designed and tested to ensure they work properly with this model of scooter. If you use other accessories or modify them in any way, you must make sure they are installed and chosen properly, so that they:

- **Do not reduce the turning angle of the handlebar or interfere with the use of any of the controls.**
- **Do not reduce the side angle of inclination or distance to the ground.**
- **Do not interfere with visibility or the beam of any of the lights.**
- **Do not tamper with the electrical or electronic components of the scooter.**
- **Comply with legal regulations.**

Fuse box

The fuse box is located under a protective cover, inside the seat compartment.

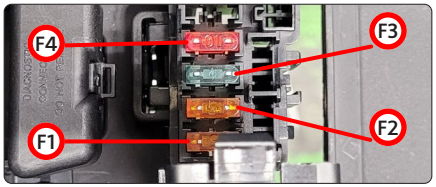


Fig. 1 - Fuse box

Color	Amperes
Red	10
Green	1
Orange	5

The scooter has 4 fuses, from top to bottom in the image (or from left to right on the scooter):

- F1 VBAT_E => 5A (Protects battery)
- F2 VBAT_I => 5A (Protects battery)
- F3 12V UI => 1A (Protects TCU)
- F4 12V DCDC => 10A (Protects ECU and OBD)

WARNING

If replacing:

- **ALWAYS use fuses with the same amperage.**
- **Using a fuse with higher amperage can cause problems in the electrical installation.**
- **Do not use other metallic elements as a replacement for a fuse.**
- **NEVER repair fuses since this could cause fire.**

INFORMATION

If you have replaced the fuse and the problem persists, you may use an electrical contact cleaner.

If the fuse's metal part is broken as shown in the image, you must replace it.

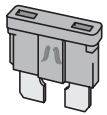
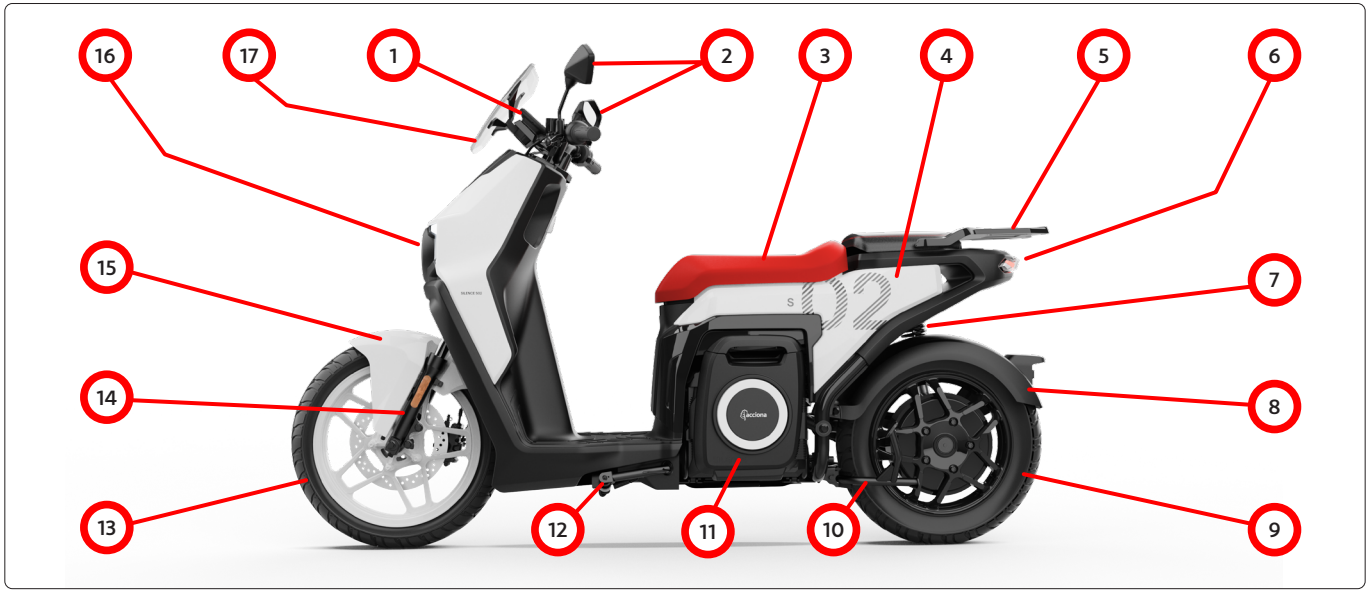


Fig. 2 - Appearance of melted fuse.

Use

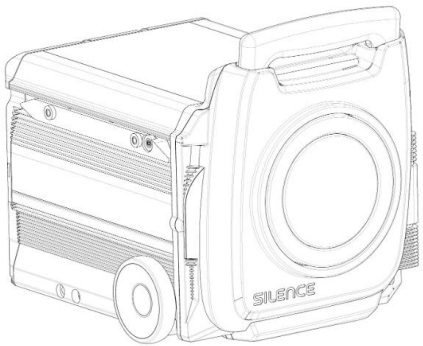


1. Instrument panel
2. Rearview mirrors
3. Seat
4. Storage trunk
5. Grab handle
6. Rear light and indicators
7. Rear mono shock absorber
8. Rear fender
9. Rear wheel (motor)
10. Center stand
11. Battery
12. Side stand
13. Front wheel
14. Front fork
15. Front fender
16. Front light and indicators
17. Windshield

Battery pack (“be”

The SILENCE S02 model has an innovative removable battery pack with a handle and wheels so it can be transported like a trolley, called “be”. This means you can charge it on the scooter or wherever you want, simply by taking the battery to a power source. This battery pack can also be used on other scooters, or even used to power other devices.

For more information, refer to the “BATTERY PACK” section, which describes all the features and functions of your new battery.

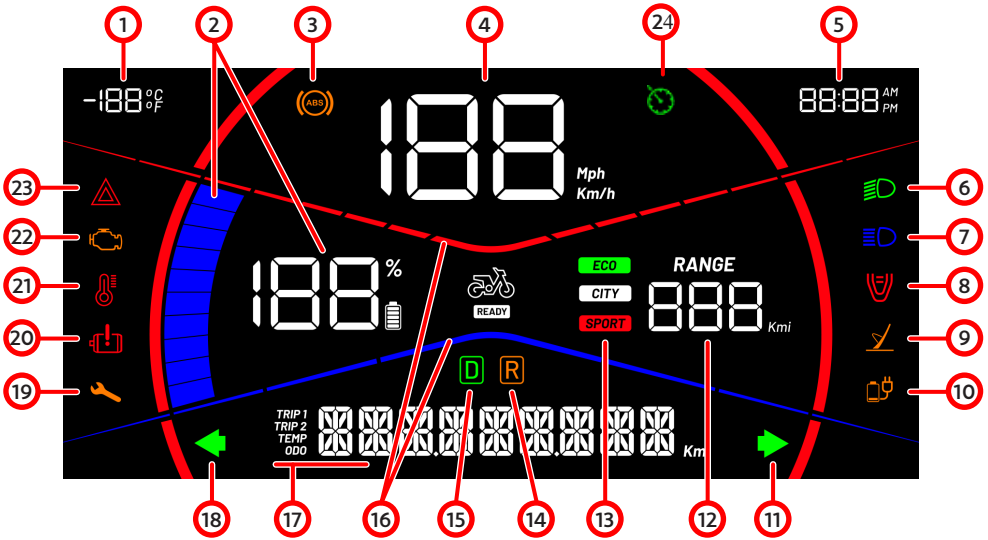


Motor (real wheel)

On the rear wheel, this scooter has a 100 % electric motor with Brushless technology, direct transmission and an air cooling system.

In the L3e variants, it is homologated with a nominal power of 4 kW, while in the L1e it is 2 kW.

Instrument dashboard



1. Ambient temperature
2. Battery SoC (State of Charge)
3. ABS (L3e version with ABS)
4. Speedometer
5. Clock
6. Low beam lights
7. High beam lights
8. Seat unlocked
9. Side stand
10. Charging
11. Right indicator
12. Estimated mileage
13. Driving modes
14. Reverse movement
15. Unit indicator
16. Energy flow bars
17. Message area
18. Left indicator
19. Service / maintenance
20. Powertrain telltale
21. Overtemperature
22. OBD
23. Hazard warning
24. Cruise control

Ambient temperature

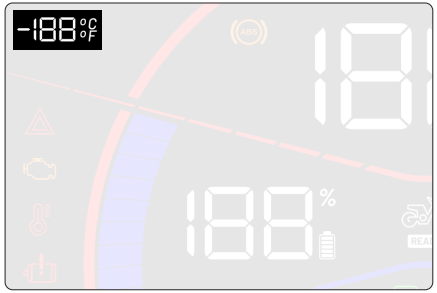


Fig. 3 - Ambient temperature.

The ambient temperature area displays the outside temperature measured by the built-in thermometer in the dashboard.

The temperature can be shown in degrees Celsius or Fahrenheit.

Negative temperatures are, of course, supported.

To select °C or °F, press and hold the INFO button during the startup sequence.

Battery SoC

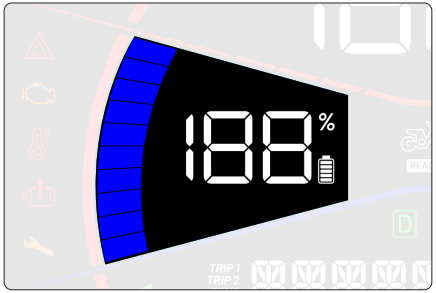


Fig. 4 - Battery SoC.

The Battery SoC (State of Charge) area displays a numerical indicator of the battery's charge level and includes a 10-segment bar to represent it visually.

ABS

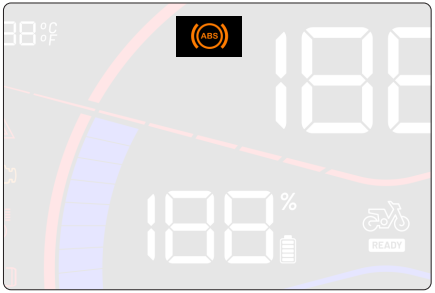


Fig. 5 - ABS.

This indicator shows that there is a malfunction in the vehicle's ABS (Anti-lock Braking System).
Amber indicator (L3e version with ABS).

Speedometer

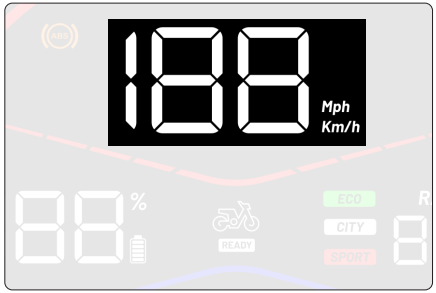


Fig. 6 - Speedometer.

The speedometer area displays the scooter's current speed.

It can show speed in either metric or imperial units (km/h and mph).

Press the INFO button while the scooter is being powered on to switch between units.

Clock

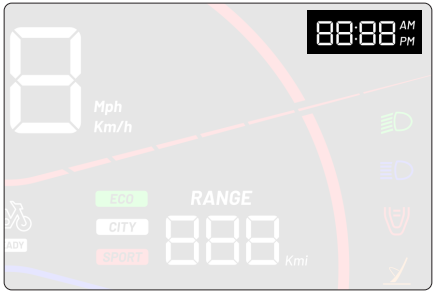


Fig. 7 - Clock.

The clock area displays the current time.

To adjust the time:

Press and hold the INFO button for 10 seconds or more to enter the time setting mode.

Press the INFO button for 2–5 seconds to switch between hours, minutes, and display mode.

Press the +1 button to adjust the time or change the mode.

To exit the time setting mode, press and hold the INFO button for 10 seconds or more. The time will be saved, and the system will exit the setting mode.

Low Beam Indicator

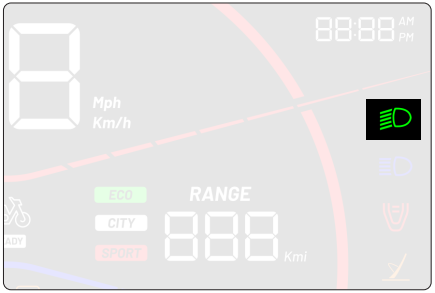


Fig. 8 - Low Beam Indicator.

The low beam indicator light turns on automatically when the vehicle is started.

Green indicator.

High Beam Lights

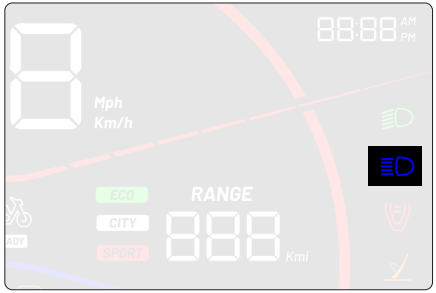


Fig. 9 - High Beam Lights.

The high beam indicator shows whether the scooter's high beam headlights are active.

Blue indicator.

Seat Unlocked

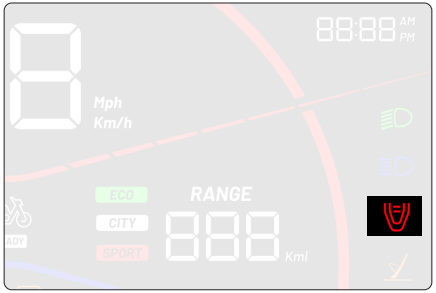


Fig. 10 - Seat Unlocked.

The high beam indicator shows whether the scooter's high beam headlights are active.

Blue indicator.

Side Stand

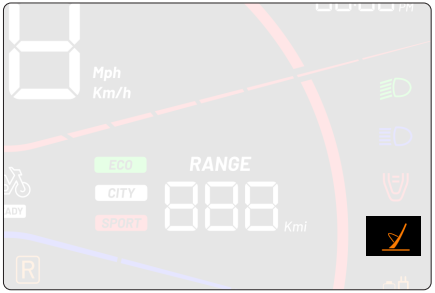


Fig. 11 - Side Stand.

The side stand indicator shows when the side stand is in the down position.

When the stand is retracted and detected by the sensor, the LED turns off.

Amber indicator.

Charge

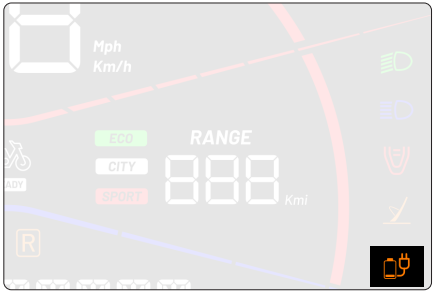


Fig. 12 - Charge.

The charge indicator shows whether the battery is charging.

Amber indicator.

Turn Signals

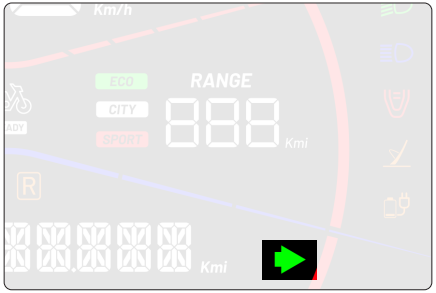


Fig. 13 - Turn Signals.

These two separate indicators are located at both ends of the LED row.

Their flashing frequency is synchronized with the turn signals themselves.

Green indicator.

Estimated Mileage

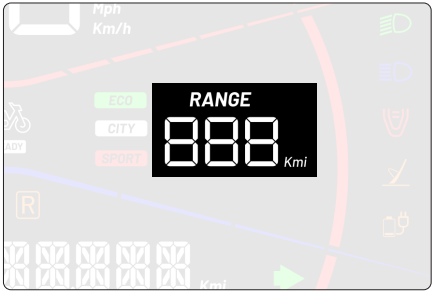


Fig. 14 - Estimated Mileage.

This area displays the estimated distance the scooter can travel based on the current discharge rate and driving mode.

Driving Modes

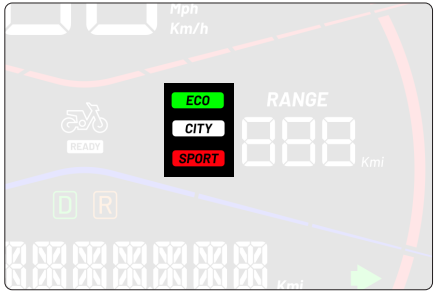


Fig. 15 - Driving Modes.

The driving modes area shows the current driving mode selected by the rider.

There are three possible driving modes: ECO, CITY, and SPORT.

Each mode is displayed in a different color:

ECO Mode – Green

CITY Mode – White

SPORT Mode – Red

Ready to Start

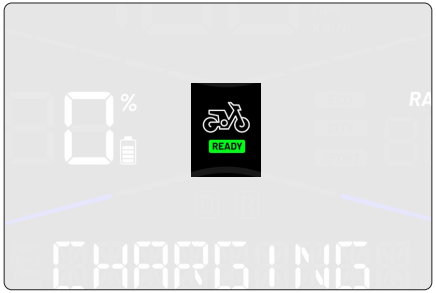


Fig. 16 - Driving Modes.

This indicator shows that the scooter is ready to operate and that all startup checks have been completed successfully.

Green indicator.

Reverse Movement

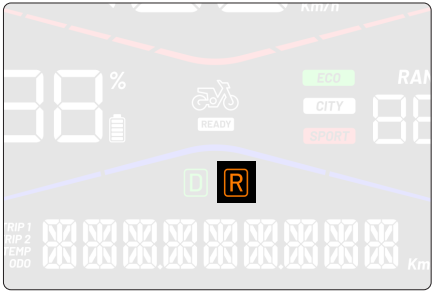


Fig. 17 - Reverse Movement.

The reverse indicator shows that the scooter is set to reverse.

Amber indicator.

Forward Movement

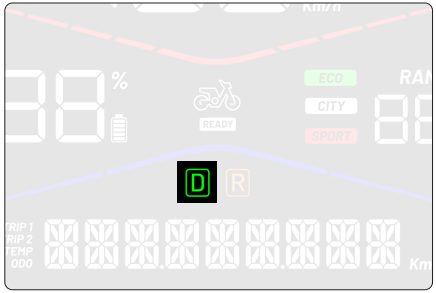


Fig. 18 - Forward Movement.

The forward movement indicator shows the direction of travel in ECO, CITY, and SPORT modes.

Green indicator.

Energy Flow Bars

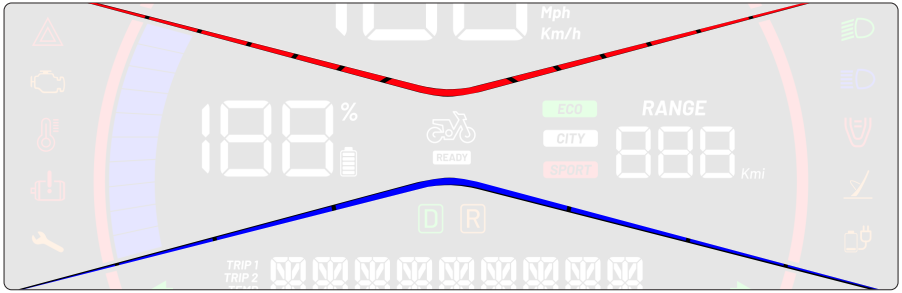


Fig. 19 - Energy Flow Bars.

The energy flow bar shows whether the battery is supplying torque to the wheels or regenerating energy during braking.

It consists of 8 radial segments at the top indicating outgoing energy flow and 4 radial segments at the bottom indicating incoming energy flow.

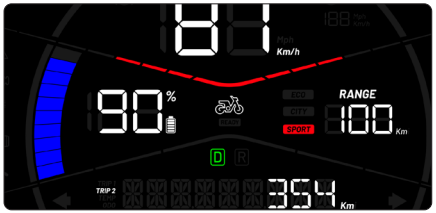


Fig. 20 - Outgoing Energy Segment.

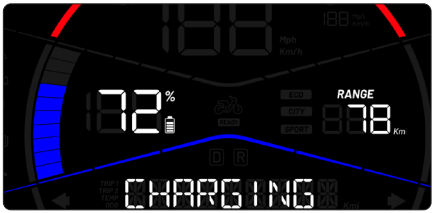


Fig. 21 - Incoming Energy Segment.

Message Area

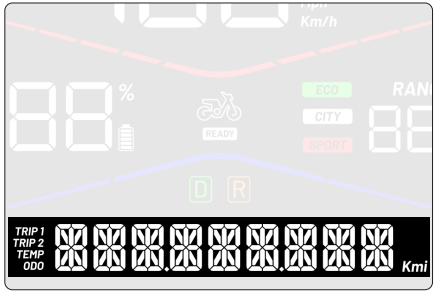


Fig. 22 - Message Area.

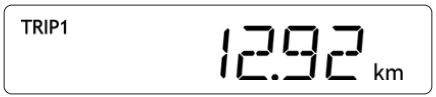
The message area serves multiple purposes:

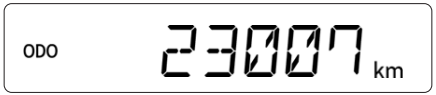
- Displays the current mileage in TRIP1, TRIP2, and ODO modes, as well as the average speed in TRIP1 and TRIP2 modes.
- Shows the temperatures of the battery, motor, and inverter in TEMP mode.
- Displays the battery's health status (SOH).
- Shows other types of information received via CAN messages.

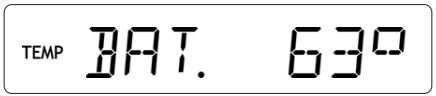
The message priority in the message area is as follows (1 being the highest priority):

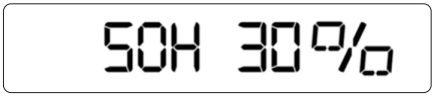
- CAN messages.
- "READY" message.
- High temperature warning.
- Standard speedometer information (at the bottom).

The cycling behavior for standard speedometer information is as follows (each step is performed by pressing the INFO button):





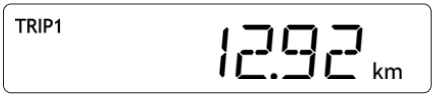




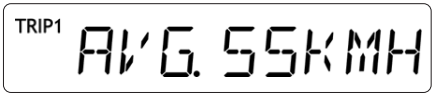
The SOH represents the battery's remaining life percentage. It does not immediately affect the scooter's operation but indicates the gradual decrease in the battery's maximum range.

Holding down the INFO button produces different results depending on the information currently displayed in the message area:

TRIP 1 Section Operation



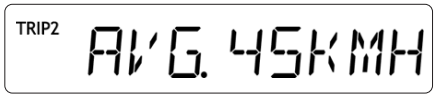
If the message area displays TRIP1 mileage and the user performs a long press of the INFO button.



It displays the average speed in km/h or mph since the TRIP1 counter was last reset. Pressing the INFO button again returns the display to the TRIP1 mileage.

TRIP 2 Section Operation

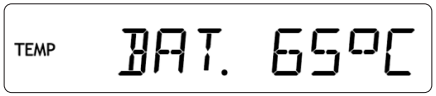
If the message area displays TRIP2 mileage and the user performs a long press of the INFO button:

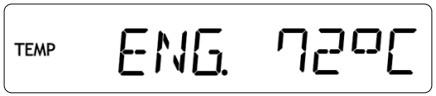


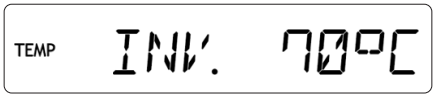
It displays the average speed in km/h or mph since the TRIP2 counter was last reset. Pressing the INFO button again returns the display to the TRIP2 mileage.

TEMP Section Operation

The TEMP indicator cycles between three different temperatures: the battery, the motor, and the scooter's inverter. A long press of the INFO button switches between the different temperatures. The selected temperature is saved in the dashboard memory so that the same type of temperature is displayed each time the scooter is powered on.







A short press of the INFO button cycles through the different types of standard information.

Speedometer Operation

There are three main operating modes for the speedometer:

- NORMAL Mode
- CHARGING Mode
- WARNING Mode

Normal Operating Mode

This mode is the default operating mode. The speedometer functions normally and responds to all CAN messages defined in the frames.

CHARGING Operating Mode

This mode is activated when the charger is connected, and CHARGING is displayed in the message area.

In this mode, the only LEDs that respond to CAN messages are the charge indicator, the overtemperature indicator, and the turn signal indicators.

All other LED indicators do not respond to CAN messages.

In this mode, the speedometer only responds to the following CAN frames:

- **The indicator and flag frame** allows the turn signal LED indicators to respond to the "Left Turn Signal LED" and "Right Turn Signal LED" flags in the "Indicators, Light" byte.
- The **individual message frame** allows control over which text is displayed in the message area.

The speedometer must not respond to any CAN frames other than those mentioned above.

In this mode, the LCD displays the

text “CHARGING”. When charging is complete, the message “CHG. ENDED” will appear.

Additionally, the only items displayed on the LCD are those shown in the images below. All other elements are not displayed.

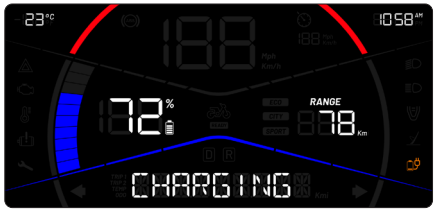


Fig. 23 – LCD screen when CHARGING operating mode is active, the “Charge” indicator is 1, and the “Charge Complete” indicator is 0.

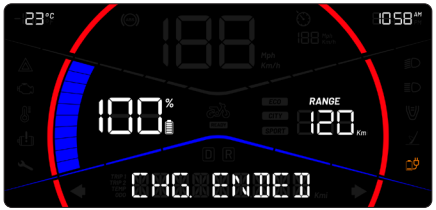


Fig. 24 – LCD screen when CHARGING operating mode is active, the “Charge” indicator is 1, and the “Charge Complete” indicator is 1.

All other elements, as shown in the image above, are not displayed.

In this mode, the backlight remains off at all times. However, when the charger is first connected, the backlight turns on for 5 seconds.

Additionally, if the user presses the SET or INFO buttons, the backlight turns on again for another 5 seconds. While the CHARGING operating mode is active and the Charge Complete indicator is 0, the panel will animate some of the visible elements.

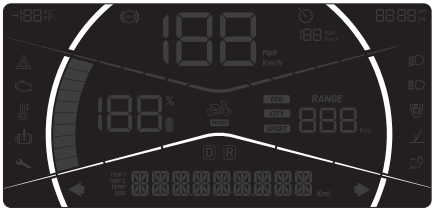
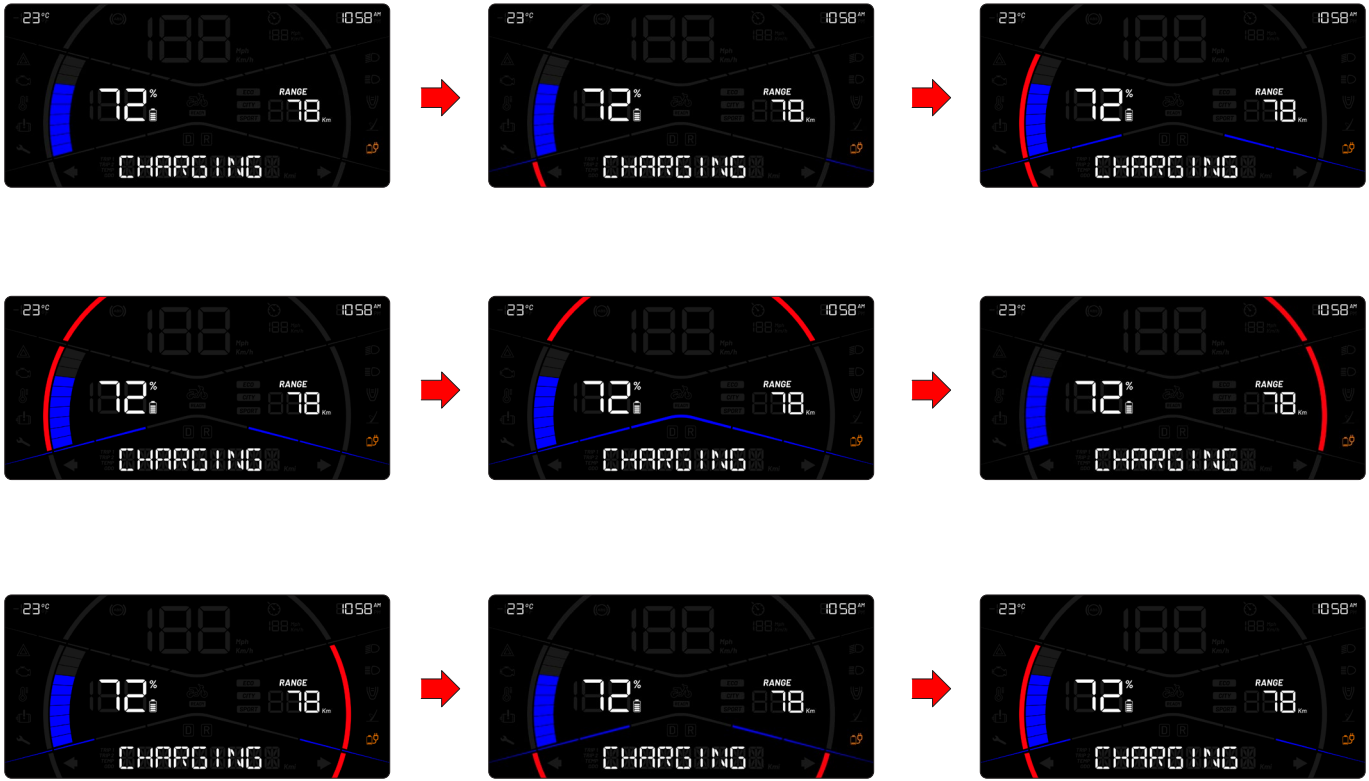


Fig. 25 – LCD screen showing dynamic animation while the “Charge” indicator is 1.

- Central Circle.

The animation will follow the sequence below:

each segment of the animation will remain on for 500 ms before turning off and the next segment turns on.



Service / Maintenance

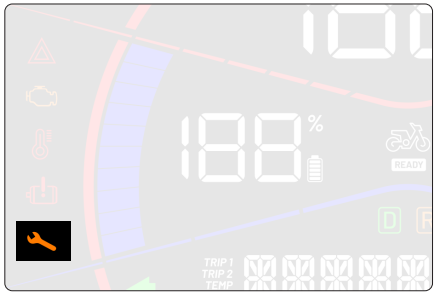


Fig. 26 - Service / Maintenance.

The service/maintenance indicator lights up as a signal to the rider that the mandatory inspections of the scooter must be carried out.

These inspections must be performed at the following mileage intervals:

1st inspection: **at 1,500 km (or within the first 3 months).**

2nd inspection: at **5,000 km**

3rd inspection: at **10,000 km**

After the 3rd inspection, inspections must be carried out every **5,000 km (or once a year if the mileage limit has not been reached).**

Powertrain Faults

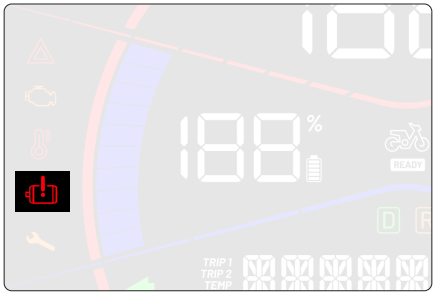


Fig. 27 - Powertrain Faults.

This indicator shows that there is a malfunction in the battery.

Red indicator light.

Overtemperature Indicator

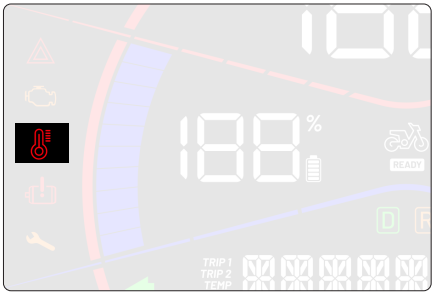


Fig. 28 - Overtemperature Indicator.

The overtemperature indicator turns on when the temperature of a specific component of the scooter exceeds the allowable threshold.

Red indicator light.

OBD Indicator

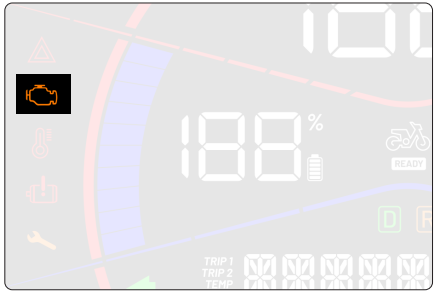


Fig. 29 - OBD Indicator.

The OBD indicator signals a certain engine malfunction. This information is obtained via the CAN bus.

Amber indicator light.

Hazard Warning Notice

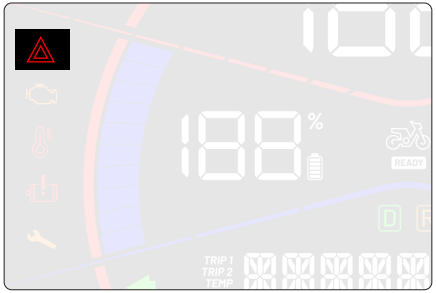


Fig. 30 - Hazard Warning Notice.

Simultaneous operation of the green turn signals or of the separate turn signals. This symbol applies only to the separate control and red indicator light. The framed areas of this symbol may be solid.

Red indicator light.

Cruise control

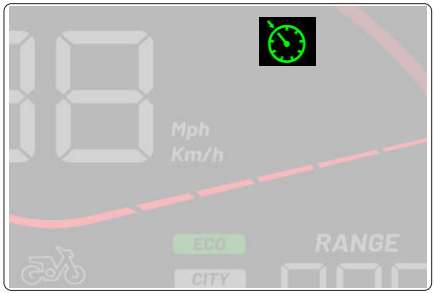


Fig. 30 b - Cruise control.

Activation:

Accelerate to the desired speed.

Press and hold the MODE button until the green icon appears.

Deactivation:

Apply the brake.

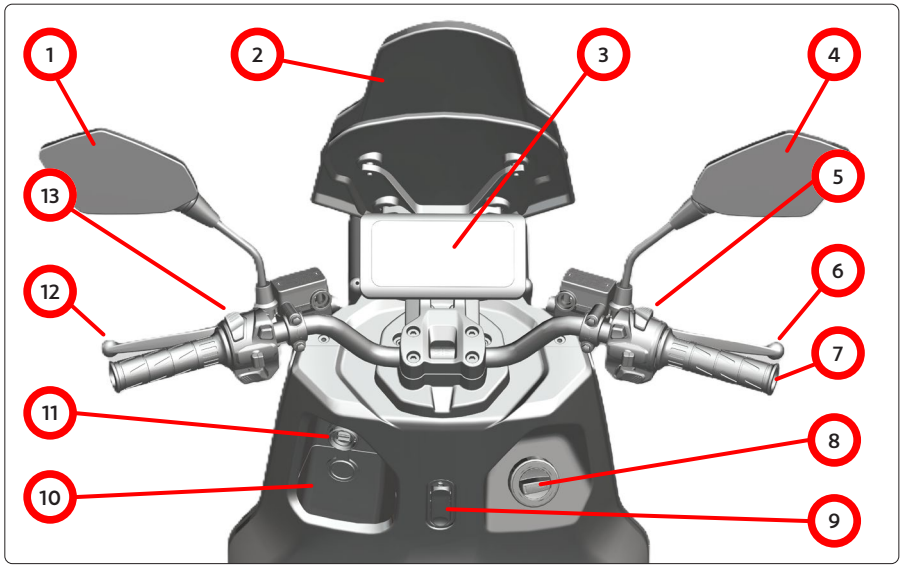
Twist the throttle.

Press and hold the MODE button.

Lights

Lights	Colour	Function	Solution
	Green	Low beams.	-
	Blue	High beams or flash activated.	-
	Red	Seat compartment is unlocked.	-
	Naranja	Side stand is in the down position.	-
	Orange	In-vehicle battery charging	-
	Red	Hazard lights.	-
	Orange	Motor OBD.	Please see an official SILENCE service shop to evaluate the incident.
	Red	Overtemperature of a scooter component.	Please see an official SILENCE service shop to evaluate the incident.
	Red	Incident in the propulsion system.	Please see an official SILENCE service shop to evaluate the incident.
	Orange	Revision light.	Please see an official SILENCE service shop to evaluate the incident.

Vehicle control and driving elements



1. Left mirror
2. Display
3. Instrument cluster
4. Right mirror
5. Right-hand controls
6. Front brake
7. Throttle
8. Ignition switch / Key switch
9. Hook for items / Utility hook
10. Storage compartment
11. USB port
12. Combined brake
13. Left-hand controls

Combined brake - Regenerative brake

The **right brake** mechanically slows the front wheel (via the brake disc), while the **left brake** mechanically slows both the front and rear wheels (applying force to both discs, thanks to a brake force distributor).

Both brakes also electronically activate the rear regenerative brake.

Regarding the **regenerative brake**, it has its own travel on each lever, allowing it to be used without engaging the mechanical brake. After this initial travel, both types of braking act simultaneously. Using the regenerative brake assists braking and helps maintain battery charge.

How to brake with the regenerative brake (depends on the selected riding mode, **see "Riding Modes"**):

- During the initial portion of the travel of either lever, the regenerative brake is activated.
- This system electronically slows the rear wheel and regenerates energy back to the battery.

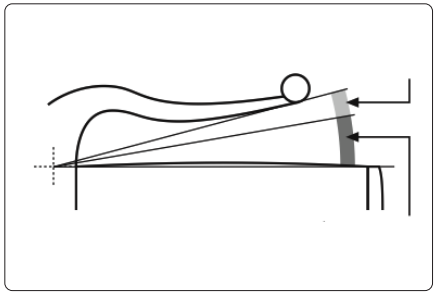


Fig. 31 - Left handlebar - Front view.

- If the brake lever is pressed further, the mechanical brake on the front wheel (or both wheels, in the case of the left lever) will also be activated; increasing pressure increases the mechanical braking force.
- The regenerative brake is also partially activated simply by releasing the throttle (depending).

Brake with ABS

The ABS system prevents the front wheel from locking during hard braking, helping you maintain control of the motorcycle and reducing the risk of a fall.

In the L3e variant with ABS, it operates only on the front wheel. The rear wheel functions like a conventional motorcycle, without ABS.

How does it work?

During normal braking, the ABS does not intervene.

If you brake suddenly or on a slippery surface, the system detects that the front wheel is about to lock.

It then automatically regulates the braking pressure: releasing slightly and reapplying the brake very quickly, several times per second.

This allows you to brake as effectively as possible without the wheel stopping.

In short: ABS helps you brake more safely, especially in emergency situations or on low-grip surfaces.

WARNING

ABS improves safety, but it does not replace responsible riding. Always maintain a safe distance and adjust your speed to road conditions. Remember that ABS does not reduce stopping distance; it only prevents the front wheel from locking.

Left-hand controls

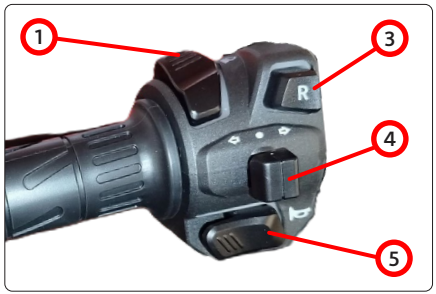


Fig. 32 - Left hendlebar grip.

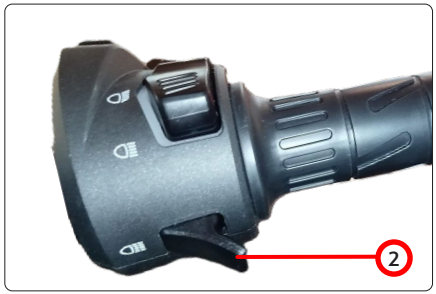


Fig. 33 - Left hendlebar grip - Front view.

1 Light Selector:

- **Position 1**

  (switch when pressed, it stays in Position 1): the low beam headlights turn on.

- **Position 2**

  (switch stays in the upper Position 2): the HIGH BEAM / LONG-RANGE HEADLIGHTS TURN ON.

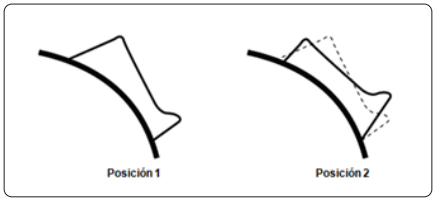


Fig. 34 - Light selector.

In any case, while the high beams are on, the blue indicator light on the instrument cluster will also illuminate, showing the following symbol:

2 Flash swith:

(switch when pressed down, it returns automatically to the central position): FLASH. Allows the high beams to be activated while pressed, as a warning signal to other road users.

3 Reverse Switch:

This scooter is equipped with a reverse function.

To use it, press the front button and, **while keeping it pressed**, gently twist the throttle.

The following indicator will illuminate on the instrument cluster, and a warning beep will sound intermittently: R

Caution: be especially careful the first time. This function helps maneuver when parking or reversing out of a parking space.

4 Turn Signal Selector:

To activate a turn signal, move the switch to the right to indicate a right turn, or move it to the left to indicate a left turn.

With each blink, the motorcycle will emit a beep.

Press the central button to reset the switch to its neutral position and turn off the turn signals.

In any case, while the turn signals are active, the green indicator light on the instrument cluster will also illuminate, showing the following symbol:

5 Horn:

Pressing the button with the horn symbol sounds the horn

Right-hand controls

Fig. 35 - Right handlebar grip.

1. **Throttle.**
2. **Hazard Button.**
3. **Info Button.**
4. **Mode Button.**

1 Throttle:

To accelerate, rotate the throttle grip toward you and downward.

To return to the neutral position, gently release the throttle.

2 Hazard Buttton:

Turns on and off the turn signals on both sides simultaneously.

Pressing the button will produce a beep with each flash .

To turn off the hazards, press the button again.

It is possible to leave the hazards on with the key removed. To do this, turn on the hazards with the key inserted, then remove the key. Once turned off, the hazards cannot be reactivated without reinserting the key.

③ **Info Button:**

Pressing the INFO button displays the TRIP1, TRIP2, ODO, TEMP, and SOH screens.

Additionally, by pressing and holding the button, settings such as time, units (km/miles), and other adjustments can be made.

④ **Mode Button:**

This button has three functions:

- **Starting the scooter:**

It first unlocks the steering (if it is locked). After turning on the vehicle with the key (or via the App) and waiting for the information on the LCD screen to stabilize, press the MODE button while simultaneously pulling the left brake lever until the green "D" indicator lights up on the instrument cluster and a sound signal is heard. The vehicle is now ready to ride. The daytime running lights will also turn on (the position lights automatically when the key is turned to ON).

- **Mode selector:**

This scooter has different riding modes, which can be selected using the MODE button (see "RIDING MODES" section).

- **Turning off the scooter:**

The vehicle can be turned off using the key or the App.

Ignition switch

Fig. 36 - Ignition switch.

The ignition switch has 4 positions via the selector:

- **LOCK – Steering Lock**

Turn the handlebars fully to the left. Insert the key, press it inward, and turn it to the left until it reaches the "LOCK" position.

All functions are now disabled, and the scooter's movement is very limited.

- **OFF – Off / Steering Unlock**

  All functions are disabled, and the steering lock is not active (the scooter can be moved). Maintenance work on the scooter can be performed safely (removing the key is recommended in any case).

- **ON – On**

  All functions are ready for use. The scooter is ready to ride by pressing and holding the MODE button and the left brake lever until “READY” appears on the speedometer and the green “D” indicator lights up. In this position, the key cannot be removed.

  In addition to using the key, connected versions (L3e and L1e) can also be started via the “My Silence” app, allowing shared use without a physical key (the steering must not be locked).

- **Seat Opening:**

  Insert the key and, without pressing it inward, turn it to the left until a click is heard from the seat (indicating the latch has opened).

- **Key Cover:**

  To open the key cover, press the button on the top of the rotary switch. Once open, insert the key.

  After removing the key, slide the cover back to its original position.

Fig. 37 - Ignition switch.

Lighting

All lighting on this scooter is based on LED technology, including the turn signals, position lights, daytime running lights, brake light, low beam, and high beam.

See section “Vehicle Controls and Operating Elements.”.

There are no bulbs to replace.

The different lighting units are as follows:

1 Front headlight

Includes the high beam (upper section), low beam (lower section), and position lights (peripheral semi-rings).

2 Daytime running lights and front turn signals

On each side of the front headlight, there is an LED assembly that combines the functions of daytime running light and turn signal.

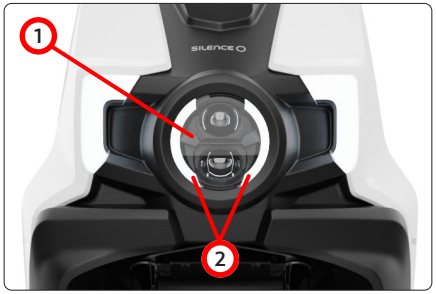


Fig. 38 – Front lighting.

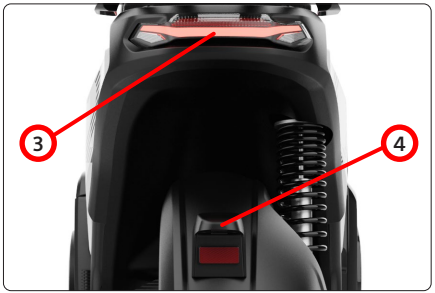


Fig. 39 – Rear lighting.

3 Rear lighting unit

At the rear of the scooter is an LED module that combines the rear position light, brake light, and rear turn signals.

4 License plate light

Below the rear reflector is an LED module that illuminates the license plate.

Front light adjustment

To adjust the headlight alignment, turn the screw located behind the headlight using an 8 mm socket wrench or a Phillips screwdriver. The screw can be accessed by removing the trim cover of the lower front panel, gently prying it off at the following points:

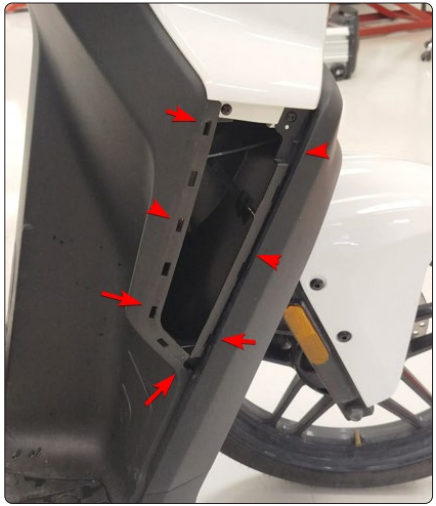


Fig. 40 – Adjustment screw.

A certain level of skill is required to reach the adjustment screw. If you experience any difficulty, please contact your nearest authorized SILENCE service center for assistance.

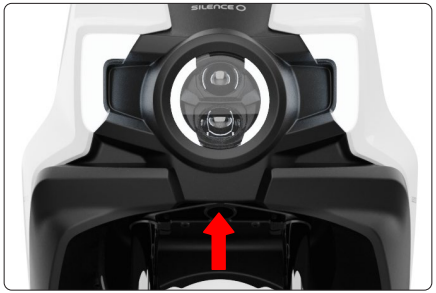


Fig. 41 – Access to the adjustment screw.

Fig. 42 – Adjustment screw.

Raising the light beams

To aim the headlight beams upward (both high and low beams), turn the screw clockwise (when facing the scooter from the front).

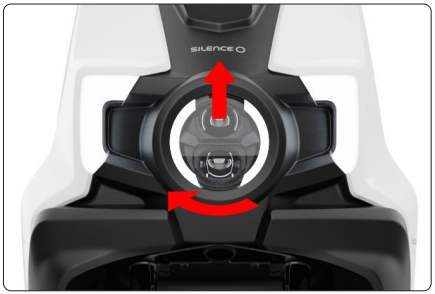


Fig. 43 – Front lighting.

Lowering the light beams

To aim the headlight beams downward (both high and low beams), turn the screw counterclockwise (when facing the scooter from the front).

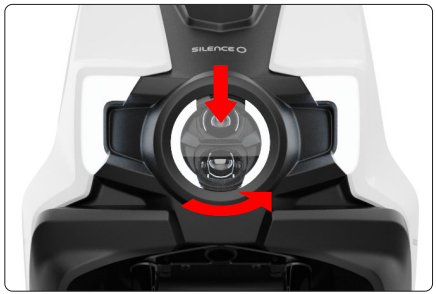


Fig. 44 – Front lighting.

Seat – Underseat compartment

The seat of your SILENCE S02 is designed to accommodate both the rider and a passenger, and includes a spacious underseat compartment large enough to store a three-quarter (3/4) helmet.

The seat can be opened:

1. Using the same ignition key as the scooter (see section “Seat opening”).
2. Via the “My Silence” app.

To close it, lower the seat and press down until it locks securely.
Always ensure it is properly locked before starting to ride.

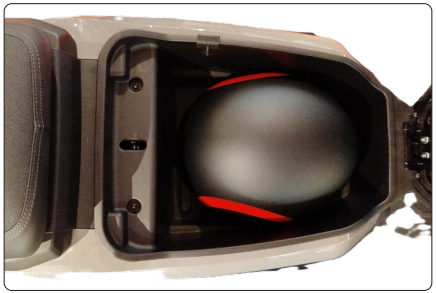


Fig. 45 – Underseat compartment.

Inside the underseat compartment are the following components (explained later in this manual):

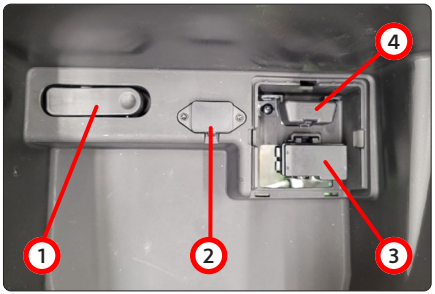


Fig. 46 – Underseat compartment.

1. Battery release lever.
2. IEC connector.
3. Fuse box.
4. OBD connector

Rubber cover

Whenever the scooter is without the battery installed, the multipin power connector on the vehicle must be covered with the rubber cap designed for this purpose.
This is intended to protect the connector while it is disconnected.

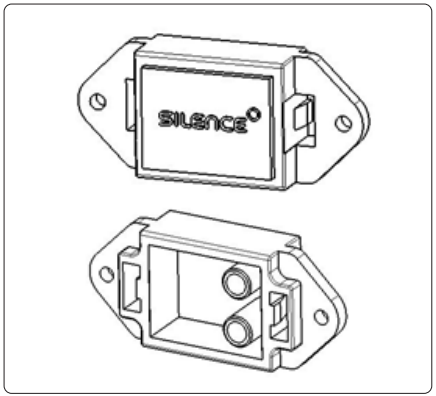


Fig. 49 – Multipin connector cap.

WARNING

Do not place the protective cap while the scooter is connected to the power supply, and never allow the connector to get wet, even when the cap is in place.

Suspension

Front fork

The front suspension of the S02 consists of a conventional hydraulic telescopic fork on all versions.
In the L3e and L1e models, the front fork is not adjustable.

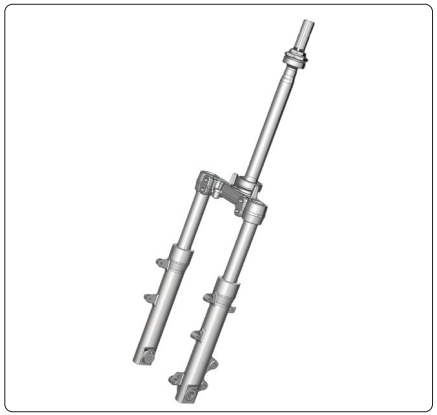


Fig. 50 - Front fork.

Rear monoshock

The rear suspension uses a lateral hydraulic monoshock absorber.

In both the L3e and L1e versions, the spring preload can be adjusted* over a wide range of positions.

Additionally, the shock absorber compression can be adjusted to five different settings.

To do this, use a hook spanner or similar tool:

- Turning clockwise increases the spring stiffness.
- Turning counterclockwise softens it.

*Preload adjustment must be carried out at an authorized SILENCE Service Center.

Fig. 51 - Rear monoschock.

Stands

Side stand

The side stand is on the left side of the scooter

To put the side stand down, push the “V”-shaped leg down that sticks out from the side stand.

The side stand should be used when the ground is too unstable or on a slight incline, making it impossible to use the centre stand.

Fig. 52 - Side stand.

Centre stand

The centre stand is located under the scooter in the centre.

This stand keeps the scooter in a vertical position.

To lower the stand, push the leg down with your foot as you push or pull the scooter gently up and rearwards (we recommend holding the handlebar and rear grab bar while doing this).

The centre stand should be used when the ground is stable or flat, and for long parking periods or servicing.

Fig. 53 - Centre stand

Rear-view mirrors

Before driving, always make sure both mirrors are properly adjusted to the current driver of the scooter

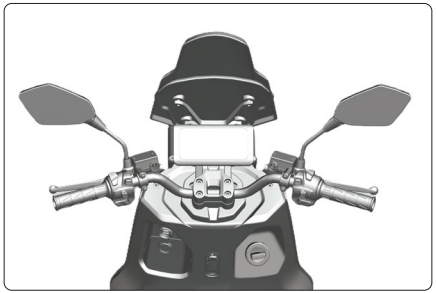


Fig. 54 - Rear-view mirrors.

Accessories

There is a wide range of accessories available to customise your S02, according to your needs:

- high windshield;
- load carrying accessories such as top cases;
- smartphone holder;

Check the official website for more information.

Fig. 55 - General view.

Start driving

Driving modes

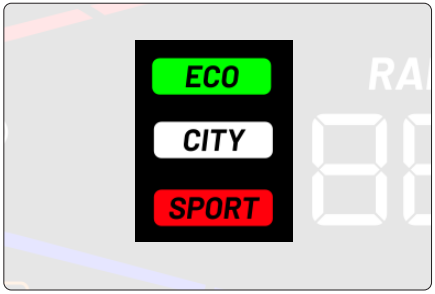


Fig. 56 - Driving modes.

This scooter has different driving modes:

- **ECO**
- **CITY**
- **SPORT**

Each mode has characteristics (acceleration, maximum speed, regenerative braking) that make it ideal for one type of driving or another.

You decide which one suits you best at any given moment!

Remember that your scooter also has a reverse gear which, unlike the other modes, is activated by a specific button (see section 'Reverse switch:').

To select one of the three main modes (ECO, CITY or SPORT), use the 'MODE' button:.

The current mode will be shown on the instrument panel display.

A single press will switch between ECO, CITY or SPORT modes, in the following sequence:

C - S - C - E - C - S - C - ...

During the transition between one mode and another, the name of the next mode will flash on the screen for a few seconds and then activate and remain fixed. This allows you to skip 2 modes without having to activate the next mode in the sequence.

CITY mode

Default mode when the scooter is turned on, providing the vehicle with good performance.

No regenerative braking.

ECO mod

This mode is programmed for more relaxed driving, with limited speed and acceleration. This allows for greater vehicle range.

Regenerative braking available.

SPORT Mode

This mode provides greater power and speed in specific situations. Frequent use of SPORT mode reduces the scooter's range (total km range on a single charge) due to higher energy consumption and can cause the motor/battery temperature to rise excessively, which would result in reduced performance or the scooter shutting down. It has regenerative braking.

All SPORT mode features will be available provided that the following conditions (all) are met:

SoC > 20 %
Tbat < 45 °C
Tmot < 105 °C
Tinv < 70 °C

...where SoC refers to the battery charge level and T's to battery, motor and inverter (or controller) temperatures, respectively.

Modes	*Regen.[%]	S02 L3e	S02 L1e	
ECO	√	45	25	Vmax (km/h)
CITY	X	70	45	
SPORT	√	85	45	

For safety reasons, power will be cut off in any of the following cases, as a self-protection measure:

Tbat ≥ 60 °C
Tmot ≥ 110 °C
Tinv ≥ 75 °C

To avoid this scenario, a gradual reduction in power may occur as we approach these values.

*The regenerative brake acts fully when pressure is applied to the brake levers. It acts less intensely when the accelerator is simply released. See section on 'Combined braking and regenerative braking'.

WARNING

This motorcycle is NOT designed for continuous use on motorways/highways, although it could be used at specific times if permitted by the country's legislation. The vehicle is designed to be driven in CITY and ECO mode without causing any critical components to overheat. If the vehicle is used continuously in SPORT mode, the battery pack (BP) could overheat. For this reason, SILENCE has developed a system that optimises the vehicle's consumption and power to modify performance on the fly and avoid this type of problem.

Checks before driving off

Charge level

Check the charge level on the LCD screen. If the level is insufficient, we recommend recharging the battery before using the scooter.

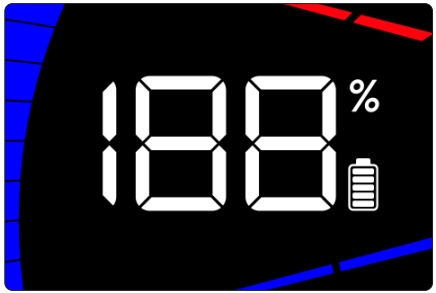


Fig. 57 - Charge level.

Lights and indicators

Replace the part(s) if they are not working or have been damaged, before driving. When the speedometer indicators are not working properly, they will flash more rapidly to indicate that there is a problem.

Fig. 58 - Front view.

Stands

Ensure that both the side stand and centre stand are retracted. The side stand has a sensor that prevents the motorcycle from rolling when it is extended; the centre stand does not.

Fig. 59 - Left side view.

Tyres

Always check your tyres for punctures, tears, cracks, or worn tread.

Never ride with worn or defective tyres. Refer to the section 'Motorcycle Specifications (Chassis + Engine)' for the correct tyre inflation pressures for your scooter.

Riding with improper tyre pressure can damage the tyre and cause an accident, as well as reducing its service life.

Fig. 60 - Front left side view.

Rear tyre

It is very important to maintain the correct rear tyre pressure because the motor is located inside the rear wheel.

Bear in mind that this vehicle carries more weight suspended on the rear wheel than conventional vehicles (which do not have a motor in the wheel), so the wheel rim or motor may be affected when driving over kerbs, potholes or speed bumps at the same speed as a conventional vehicle.

Fig. 61 - Rear left side view.

WARNING

If we drive at high speeds over kerbs, potholes or speed bumps, we could damage the vehicle's tyres and/or engine.

Brake fluid

The brake fluid reservoirs are located at the top of the handlebars, one on each side. Check the fluid level with the scooter on its two wheels, without stands.

The brake fluid must not fall below the MIN mark on the reservoir. Air can enter the reservoir if it is empty, which could cause problems with the scooter's braking system and compromise safety when riding.

The level should always be checked and the fluid changed every 2 years. If the level is low, add DOT4 brake fluid.

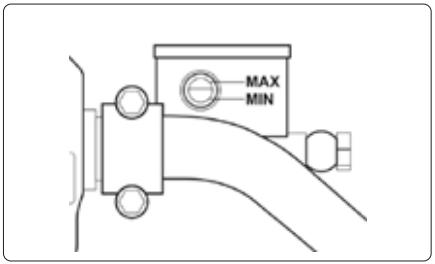


Fig. 62 - Brake fluid reservoir.

CAUTION

Brake fluid can damage the paintwork of the motorcycle and plastic parts if accidentally spilled.

Brake fluid can cause damage and injury if not handled properly and safely.

If brake fluid comes into contact with the skin, wash immediately with water. If brake fluid comes into contact with the eyes, wash with water and seek medical attention immediately.

Brake pads

When the thickness of the brake pads is less than 1 mm, they lose their effectiveness.
Consult your point of sale for replacement.

Brake levers

If you find excessive play in the brake levers, but the pads are still in good condition, you should go to an official dealer as soon as possible to have it checked:

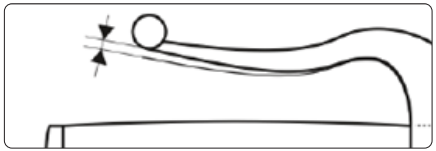


Fig. 63 - Brake lever.

Before activating the D icon (scooter ready for use), ensure that the braking system is working correctly: press the left and right brake levers simultaneously to check that both offer resistance to pressure.

Battery anchorage

Check that the battery is securely fastened by pulling firmly on it to ensure that it does not come out of the motorcycle.

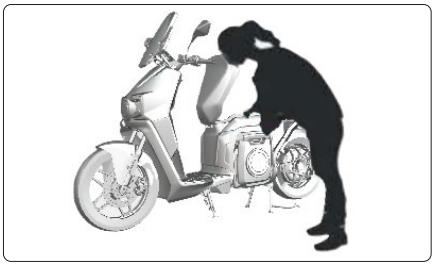


Fig. 64 - Battery.

Vehicle identification

VIN number - Chassis number

The VIN (Vehicle Identification Number) is a 17-digit alphanumeric code that identifies your scooter and is engraved directly on the frame, on the circular central beam located in front of the legs. You can see the inscription by removing the plastic cover. It can also be found on a label under the seat.

The standard for the VIN is determined by the ISO standard. The VIN number is required when ordering spare parts.

Fig. 65 - Location of the VIN.

Production information label

This scooter has a second label with the chassis number and type approval password, among other information.

This label is located at the front of the battery compartment.

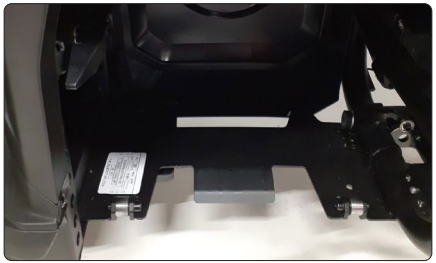
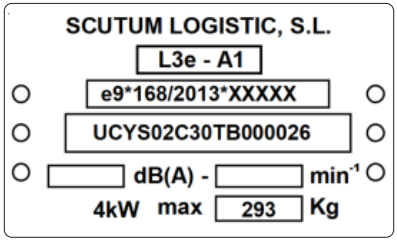
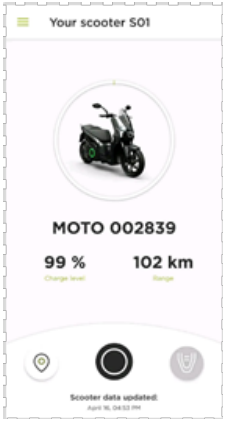


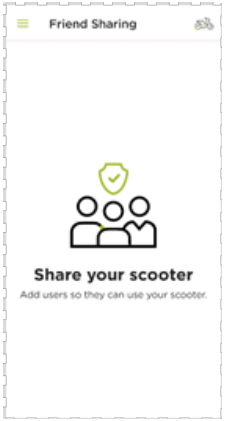
Fig. 66 - Label location.

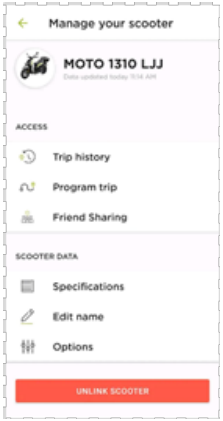


“My Silence”APP

If there is one thing that characterises the S02 L3e y S02 L1e, it is the possibility of linking it to your smartphone through the “My Silence” mobile application. The app allows you to be connected to your scooter from anywhere, being able to share it with whoever you want in complete safety.







It is the first electric scooter that comes connected as standard from the time it is developed until it reaches the end user. Everything is designed by and for the client, making use of the scooter easier and always providing all the necessary information in a completely personalised way.

DISPONIBLE EN Google Play | DISPONIBLE EN App Store

To pair it with your device, you simply need to know your VIN (see “VIN number - Chassis number” section) and download the app (available in Google Play and the App Store), open it and follow the instrutions that appear in it. This mobile application is self-explanatory, so it will guide you through the entire process.

Batteries

Introduction

Fig. 67 - Removable battery.

The SILENCE S04 make has 2 units with an innovative removable battery pack with strap and wheels to be transported like a trolley, called “be.”

This means that you can charge both in the vehicle itself and wherever else you want by bringing it to an electrical outlet.

This battery pack can also be exchanged between vehicles and even be used to give life to many other appliances.

Safety instructions

WARNING

• The battery can be a VERY DANGEROUS product (risk of death) when outside the vehicle:

• It must always be transported on its wheels, at a slow speed (max. 3 km/h), slower than the average walking speed of a human.

• You must avoid all mistreatment of the battery, such as blows, jumps, cobblestones, stairs, holes, and falls (for example, down stairs), as this can lead it to catch fire. You must also avoid contact with the water.

• If you see any signs or suspect that the battery pack was used improperly or fell, you must not plug it in. Call SILENCE’s official technical services because there is RISK OF DEATH.

If the battery catches fire, you can put it out with water, a CO2 extinguisher, or Class D extinguisher, unless the battery is plugged into the electrical grid or near other batteries. If this happens, you must use a CO2 extinguisher or Class D extinguisher to mitigate the fire and take the battery to a secure, isolated area (at least 15 m of any exposure: other vehicles, other batteries, etc.). Once in a secure zone, call emergency services to take charge of the situation.

CAUTION

Before inserting or removing the battery pack, make sure that the vehicle is not charging or turned on.

The charger (600 W) is built into the battery pack itself, so all you need to charge is an electrical outlet connected to the grid and the power

cable. It is cooled by convection.

• To connect, you must first plug in the IEC connector (vehicle or the battery itself) and then into the grid. You must charge completely at least after partially charging 3 or 4 times. In the same way, you must also do a complete slow charge after 3 or 4 quick charges.

• To disconnect, you must first unplug from the electrical grid, and then the IEC connector. You may interrupt the charging process at any time. Additionally, the control system automatically stops charging when it reaches 100%.

WARNING

If you connect at a low temperature, the internal heater will turn on until it reaches a suitable temperature for charging (with battery units that have this element activated). This heater operates while connected to the electrical grid and makes it so that current comes in under suitable temperatures. In this case, the charging time will be affected and will take longer than under normal temperature conditions.

We recommend keeping the battery connected to the electrical grid in cold places and during cold seasons of the year, so that the heater heats the cells, and they are at a suitable temperature for the vehicle to be used normally.

INFORMATION

To keep your battery's warranty, you must completely charge it (up to 100%) at least once per month. If you foresee that you will not be using it for a long period of time, it is very important that you charge it enough that it does not go down to a critical level. A battery that exceeds a certain low voltage limit loses autonomy to operate, which means it cannot be charged and needs to be brought to official technical service.

Temperature

This vehicle has a system to control and stabilise voltage and cell temperature. To avoid critical situations, safety systems limit battery use if the cell temperature exceeds safety limits in the event of overheating or supercooling.

- The battery's operational range is between -10 and 60ºC. Depending on the temperature, the lithium cells' performance may vary.
- The charger does not charge the battery if the cell temperature is lower than 0ºC or higher than 50ºC.
- The battery's current temperature can be seen on the vehicle display. If the limits are exceeded (upper or lower, alert or error), the following LED will warn you:

Lights up red

Temperature Indicator. It blinks when a component is nearing its admissible limit (upper or lower). The light remains steady when this limit is exceeded. Motor: 100 °C (int.), 110°C (solid light). Controller: 70 °C (int.), 75 °C (solid light). Battery: 50 °C (int.), 60 °C (solid light) / 5°C (int.), -10 °C (solid light).

If necessary, the actions you must take are:

- **Low temperature:** The battery does not operate under optimum conditions; store it in a warmer location and charge it (if the internal heater is activated).
- **High temperature:** Due to intensive use, the battery cannot provide any more power; avoid SPORT mode and stop the vehicle if necessary so it can cool down.

Battery charge indicator in % (SoC)

- In order to read the battery's state of charge (SoC, in %) with utmost precision, you must finish the charging process up to 100% (at least after 3 or 4 partial charges).

Autonomy

The definition of an electric vehicle's autonomy is the distance it can travel with one single complete battery charge.

This is influenced by many factors, such as driving style, vehicle load (kg) and proper distribution, tyre pressure, and unfavourable weather conditions, such as wind, which can reduce it.

The display provides an estimate of remaining kilometres (or miles) of autonomy. This information is approximate and depends on the driving mode (CITY/ECO/SPORT) and the current amount of power used.

Good battery charging practices

You must follow these recommendations when charging the battery:

- When charging at home, place the battery in isolated, ventilated areas like garages, laundry rooms, storage rooms, or patios.
- Do not charge the battery in the rain when it is outside the vehicle.
- Do not charge in areas with traffic or entrances to the home.
- Keep the battery far from hot elements or that can cause heat, such as radiators or stoves.
- Keep the battery far from mobile elements like vehicles or doors, avoiding all possible blows to the battery.
- Keep the battery at a prudent distance from all other elements like tables, cabinets, chairs, and shelves.
- Periodically check on the battery while charging.

Good practices for proper battery maintenance

The battery's life cycle can last 1,000 cycles or 5 years with 80% of its capacity if you conduct maintenance as prescribed by the warranty and follow a series of good practises:

- Avoid excessive use of SPORT mode, and attempt to use CITY mode as much as possible (reason: avoiding aggressive driving with constant abrupt accelerations).
- Avoid completely draining the battery. Charge the battery when it nears 25% of SoC, thereby avoiding complete cycles and limiting discharge depth.
- Keep the battery temperature between 20-30°C and limit time outside this range to the least amount possible. When you exceed these temperatures, the battery deteriorates more easily and loses its properties, both with high and low temperatures.
- Whenever possible, use the internal charger to charge, avoiding constant

use of quick charges. Do a complete slow charge after 3 or 4 quick charges.

- Allocated capacity will vary by 4% per year, power and resistance by 2% per year. Rated capacity will vary by 2%. Every 100 cycles, power and resistance by 1% every 100 cycles.

Battery safety alerts

NEVER OPEN THE BATTERY CASE

THIS CAN BE VERY DANGEROUS AND COMPLETELY INVALIDATES THE WARRANTY.

ONLY AUTHORISED PERSONNEL CAN WORK ON THE BATTERY CASE.

IF SMOKE BEGINS COMING FROM THE BATTERY, IT IS MANDATORY TO PLACE AN EMERGENCY CALL FIREFIGHTERS (RISK OF DEATH) AND, IF IT IS IN AN ENCLOSED LOCATION, REMOVE IT.

THE VEHICLE CANNOT EXPLODE, SO THERE IS NO ISSUE TRANSPORTING IT TO A SAFE LOCATION.

TO AVOID INJURY, BURNS, AND ELECTRICAL SHOCK:

- NEVER DISASSEMBLE THE BATTERY UNIT OR REMOVE ITS COVER. ONLY AUTHORISED PERSONNEL CAN DO THIS.
- KEEP CHILDREN AWAY FROM THIS PART OF THE VEHICLE.
- DO NOT PERFORATE OR HIT THIS AREA WHEN USING HOISTS, OR EXPOSE IT TO LIQUIDS, OR INCINERATE IT, OR EXPOSE IT TO FLAME, SINCE EXCESS HEAT CAN LEAD TO FIRE AND THIS CAN BE VERY DANGEROUS.

AUTHORISED PERSONNEL

MAKE SURE YOU READ THE SHOP MANUAL BEFORE REPAIRING OR REPLACING THE BATTERY.

For safety reasons, only batteries whose origin, maintenance history and condition can be verified should be used. The use of second-hand batteries without traceability or without inspections carried out by an official SILENCE Technical Service may involve electrical, operational or safety risks, as SILENCE cannot guarantee their actual condition or verify whether they meet the technical requirements of the system. SILENCE cannot guarantee the actual condition of batteries whose traceability or maintenance cannot be verified, and therefore cannot be held liable in such cases, without prejudice to the consumer's legal rights.

First aid measures

If the battery breaks, smokes, or catches fire, evacuate personnel from the contaminated area and provide maximum ventilation to clean out the gases. In any event, seek medical attention.

- **Contact with eyes:** Rinse with plenty of water (eyelids open) for at least 10 minutes.
- **Contact with skin:** Remove all contaminated clothing and rinse the affected area with plenty of soap and water for at least 15 minutes. Do not apply greases or pomades.
- **Inhalation:** Bring to open air and ventilate the contaminated area. Provide oxygen or CPR if necessary.

Fire protection measures

Extinguishing methods:

- **You may use:** Class D, CO2, dry chemical extinguishers. Water, in the event that the vehicle/battery is not connected to the electrical grid or near other batteries.
- **Specific dangers:** cells can reheat due to an external source or inappropriate use.

Recycling the battery pack

Once your S04's battery pack life cycle has reached an end, you must dispose of it according to applicable regulations and in an environmentally friendly way. The Law prohibits disposing of the battery pack in regular household waste containers. You must bring it to an authorised SILENCE service shop for proper recycling, thereby reducing the environmental impact.

Identification of rings of light

To know the battery's state of charge, there is a LED ring of light on the side that provides this information, regardless of whether or not the battery is inside or outside the vehicle (if the vehicle is turned on, the light does not light up under any circumstances):

	BPs WITH GREEN COLOUR CODE		BPs WITH REDDISH COLOUR CODE	
BP NOT CHARGING	When you tap the middle of the ring, it shows:			
	A moving RED trail and another BLUE one, going all the way around, each in a different direction. It then does the same thing with TURQUOISE.		A moving REDDISH trail and another WHITE one.	
	Next, the remaining charge percentage is momentarily shown with:			
	A fixed portion in GREEN (or the entire ring, if at 100%).		A fixed portion in RED (or the entire ring, if at 100%).	
	If the battery charge is low:			
	The entire ring is RED.		The entire ring is YELLOW.	
BP CHARGING	While the battery is charging, the following alternate:			
	A moving GREEN trail in the entire ring with a fixed portion of it, showing the total charged percentage.		A moving RED trail in the entire ring with a fixed portion of it, showing the total charged percentage.	
	Once you reach 100%, the ring shows:			
	A complete GREEN ring with a BLUE trail going around while still plugged in.		A complete RED ring with a WHITE trail going around while still plugged in.	

Battery charging

The battery in your S02 can be charged either in the vehicle itself or separately.
In either case, the vehicle and battery have a male IEC plug to which the power cable is connected. This cable has a female IEC terminal and a male Schuko terminal (the standard European plug for connecting to the domestic mains supply).
The charging cable is located in the boot under the seat.

Fig. 68 - Charging cable terminals.

Fig. 69 - Battery connected to the mains.

CAUTION

Before inserting or removing the battery pack, make sure that the vehicle is not charging or turned on.

The charger (600 W) is built into the battery pack itself, so all you need to charge is an electrical outlet connected to the grid and the power cable. It is cooled by convection.

- To connect, you must first plug in the IEC connector (vehicle or the battery itself) and then into the grid. You must charge completely at least after partially charging 3 or 4 times. In the same fashion, you must also do a complete slow charge after 3 or 4 quick charges.

- To disconnect, you must first unplug from the electrical grid, and then the IEC connector. You may interrupt the charging process at any time. Additionally, the control system automatically stops charging when it reaches 100%.

If the battery is at less than 0ºC or more than 50ºC (due to inappropriate use), it will not charge.

If you connect at a low temperature, the internal heater will turn on until it reaches a suitable temperature for charging (with battery units that have this element activated). This heater operates while connected to the electrical grid and makes it so that current comes in under suitable temperatures. In this case, the charging time will be affected and will take longer than under normal temperature conditions.

We recommend keeping the battery connected to the electrical grid in

cold places and during cold seasons of the year, so that the heater heats the cells, and they are at a suitable temperature for the vehicle to be used normally.

INFORMATION

You must charge completely every 30 days to maintain the warranty.

To keep your battery's warranty, you must completely charge it (up to 100%) at least once per month. If you foresee that you will not be using it for a long period of time, it is very important that you charge it enough that it does not go down to a critical level. A battery that exceeds a certain low voltage limit loses autonomy to operate, which means it cannot be charged and needs to be brought to official technical service.

Internal charger

ntegrated into one of the side covers, the internal 600 W charger allows the battery to be charged in the scooter or when removed, using any conventional

plug (Schuko) with a Schuko to IEC power cable (supplied with the scooter):

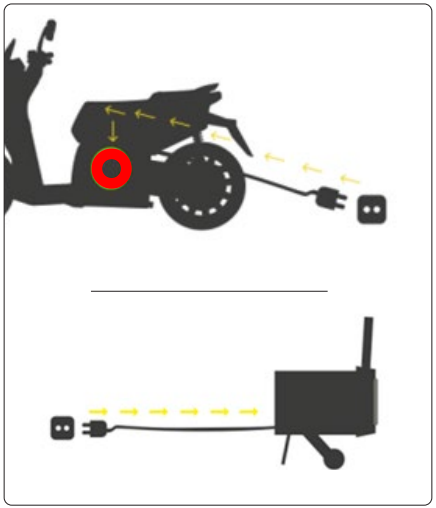


Fig. 70 - Internal charger.

Trolley-type removal system

Before removing the battery, you must consider the risks associated with this operation.

CAUTION

Ensure that you do NOT remove the battery pack when the vehicle is charging nor when it is turned on.

Failure to follow this instruction can damage the vehicle's electronics.

CAUTION

Make sure you do NOT pull the handle out before pulling the pack out (pull the handle out once the battery is outside the vehicle), or put it back in with the handle pulled out (push in before inserting).

WARNING

The pack's wheels and stand pull in and out automatically when you put it in and pull it out of the vehicle, respectively. Even so, it is the user's responsibility to do this slowly and make

sure that the wheels and stand pull out correctly when the pack is removed, and that it properly fits into place when inserting it back in the vehicle. Otherwise, you run the risk of it falling on your feet, with the consequent personal harm.

WARNING

DO NOT attempt to pull the landing gear out with your hands or put your hands under the battery under any circumstances.

Fig. 133 - Removable battery.

This system consists of an extendable handle, two wheels, and a stand (to be used on horizontal, flat surfaces).

Extraction process

To remove the battery pack easily in just a few seconds, follow these steps (with the scooter on the centre stand):

Open the seat

Press de latch.
Remove the battery pack.

Unfold the handle.

Transport the battery pack.

Connect it to any socket.

Once charget, unplug it.

Transport and insert the battery pack into the scooter.

Make sure that the battery is properly secured.

CAUTION

BATTERY NOT CONNECTED: When the battery does not make proper contact with the scooter, the information "BATT OUT" appears on the dashboard (once properly connected, the usual information will be displayed): BATT OUT

Power

Along with our removable battery system, we have created a set of parts that make it possible to use our batteries for other things. It's not just about travelling around the city with your S02 and being able to charge it when and wherever you want. Now you can also power many other devices.

Energy IN

On one hand, you can find the energy you need to power the battery back. At SILENCE, we call this "Energy IN". You can charge your battery directly from the grid with a regular plugin or take a charged unit from one of our Battery Swapping Stations (BSS).

Energy OUT

On the other hand, we have "Energy OUT". This is everything that works with the energy that the battery provides. In other words, all the battery pack's applications: for example, energy for your S02 or other model, or for your computer, television, camping stove, coffee pot, or microwave.

CAUTION

Never use quick chargers other than those offered by SILENCE. The warranty may be invalidated.

CAUTION

Never use quick inverters other than those offered by SILENCE. The warranty may be invalidated.

Everything that needs electrical current can be powered with the inverter that SILENCE has developed for you. Thanks to the backpack design, the NOMAD is portable (just like your removable battery is) so you can use them both wherever you may be.

You just have to connect the BP to the NOMAD, and then the device you wish to use to the NOMAD. You can connect different household appliances or electrical devices, including mobile phones, laptops, coffee pots, lamps, televisions, fans, mini fridges, toasters... to a power level of 3000 W, with the 220 V alternative current outputs (2 Schuko connectors), plus the 5 V direct current USB output.

Fig. 72 - SILENCE NOMAD.

Battery exchange

If you have purchased your S04 with battery rental, you can use **Battery Swapping Stations (BSS)** to exchange batteries. You may reserve one or two charged available batteries through the **"Battery Station"**, app and exchange them for your batteries low in charge without wasting time charging them.

Fig. 73 - SILENCE BSS.

Battery management system (BMS)

This battery has a monitoring system, called BMS (Battery Management System) that controls parameters like temperature and voltage. It was developed by SILENCE'S R+D team and plays a very important role: it balances the charge in the different cells, providing top battery performance.

This system is also responsible for communicating the state of charge and setting charge and discharge current levels. It also has an action plan in the event of anomalous battery status, tripping protections in preventive fashion in the event of excess or defective current, voltage, temperature, etc.

In short, the BMS is the battery's "brain", which works to optimise battery performance and safety.

Vehicle maintenance

Maintenance and cleaning

Cleaning

Clean the scooter as indicated in the previous sections.

As with any vehicle, it is important to wash it regularly to keep it in good condition.

It is the user's responsibility to properly protect the scooter from aggressive airborne contaminants and the corrosive effects of road salt.

CAUTION

Do not clean the battery with excessive water or a high-pressure washer. Never use aggressive detergents on the scooter. Try to use mild, vehicle-safe cleaning products that are also environmentally friendly.

When drying the scooter, always use a clean, soft cloth.

Dirty or rough cloths can scratch smooth and glossy surfaces, while clean and soft ones help minimize surface marks.

Never use abrasive cloths or sponges.

Cleaning and maintenance instructions for individual vehicle components can be found in the following tables.

Their content should be regarded as a recommendation only.

Headlamps/Rear optical sets

Incident	Solution
Dirtiness	Soft sponge with neutral soapy solution*

* Neutral soapy solution: no more than two tablespoons in 1 L of water.

Wheels

Incident	Solution
De-icing salt	Water.
Brake dust	Special acid-free cleaning product.

Hubcaps / Hubcap fittings

Incident	Solution
Dirtiness	Neutral soapy solution*, if necessary, a suitable cleaning product for fine-grained steel.

* Neutral soapy solution: no more than two tablespoons in 1 L of water.

Paint

Incident	Solution
Flaws in the paint	See the paint colour code at a dealer and restore with a car paint touch-up pen.
Rust	Bring your vehicle to your specialised shop for removal.
Grease-based dirtiness, e.g., cosmetic products or sunscreen.	Immediately remove with a neutral soapy solution* and a gentle cloth.

* Neutral soapy solution: no more than two tablespoons in 1 L of water.

Decorate slats

Incident	Solution
Dirtiness	Soft sponge with neutral soapy solution*

* Neutral soapy solution: no more than two tablespoons in 1 L of water.

Plastic parts

Incident	Solution
Dirtiness	Wet cloth
Suciedad incrustada	Neutral soapy solution*, if necessary, solvent-free cleaning product for plastics.

* Neutral soapy solution: no more than two tablespoons in 1 L of water.

Instrument dashboard

Incident	Solution
Dirtiness	Gentle cloth with liquid glass screen cleaner.

Control panels

Incident	Solution
Dirtiness	Soft brush, then gentle cloth with neutral soapy solution*.

* Neutral soapy solution: no more than two tablespoons in 1 L of water.

Take special care with...

Headlamps/Rear optical sets

- Do not clean headlamps rear optical sets with a cloth or dry sponge under any circumstances.
- Do not use cleaning products that contain alcohol. Risk of cracking!

Wheels

- Do not use paint polish or other abrasive products.
- If the paint protection film on the wheel has been damaged, e.g., from rock blows, scratching, etc., the damage must be immediately repaired.

Hubcaps / Hubcap fittings

- Do not use chrome-based maintenance or cleaning products.

Paint

- The vehicle must be free from dirtiness and dust before applying polish or maintenance products. Risk of scratching!
- Do not use polish or maintenance products if the vehicle is exposed to intense solar radiation. Risk of damaging the paint!
- Environmental rust deposits must not be removed by polishing. Risk of damaging the paint!
- Immediately remove cosmetic products and sunscreen. Risk of damaging the paint!

Instrument dashboard

- Make sure that the instrument dashboard is turned off and has cooled down before cleaning it.

Operations and frequency

Zone	What to do	Frequency
Painted parts	Clean with shine restorer.	Every month
Rubber parts	Clean with special products to protect the rubber.	Every month
Aluminium parts	Clean with protective spray to prevent rust. Remove any rust on the aluminium carefully with steel wool and soap.	Every week
Metal parts	Use oil to clean and lubricate metal parts (in particular, the battery undercarriage, to ensure that it correctly unfolds).	Every month
Seat	Clean with a soft sponge to remove any insects or dirt.	Every day of use
Dashboard	Clean any hardened dirt with a soft sponge.	As needed
Tyres	Make sure that the pressure is as indicated in the “Scooter specifications (structure + motor)” section.	Every week
Lights	Clean any hardened dirt with a soft sponge.	Every week
Windshield	Clean with a soft sponge to remove any insects or dirt.	Every day of use
Suspensions	Check for leaks in both the fork and rear shock absorber.	Every month

Storage

If you plan to leave the scooter unused for an extended period, follow these procedures:

- Clean the scooter thoroughly and allow it to dry **completely** before storing it. Any remaining moisture could cause contact problems in the electronic components.
- Place the scooter on the **center stand**.
- Inspect the scooter for any previous or potential issues.
- Using a protective cover is recommended, as it shields the scooter from the elements and is a good investment.
- Place a protective layer under the scooter to prevent damage from possible leaks.
- Perform a full charge of the battery at least once a month.
- Storing the vehicle without the BP battery: if the vehicle is stored without the BP battery for a prolonged period, connectivity may be lost. In this case, the connectivity system will need to be replaced in order to restore it.

Collection of vehicles at the end of their life cycle and scrapping

Collection of vehicles at the end of their life cycle

When the time comes for you to dispose of your SILENCE vehicle, you must do so according to applicable regulations and always in an environmentally friendly way. To obtain directions on how to recycle or dispose of your vehicle, please contact an authorised SILENCE service. They will give you guidelines for proper vehicle management and for all its components at the end of their life cycle.

Go to technical service to request more information on collection and scrapping of vehicles at the end of their life cycle.

Scrapping

When you scrap the vehicle or certain parts like seat belt tensioners, you must always remember applicable road regulations. Specialised shops are aware of these regulations.

Recycling electric or electronic equipment

All electrical or electronic equipment (EEE) not permanently mounted in the car should bear an indelible stamp with the symbol:

This symbol means that you should not dispose of the EEE in household trash, but rather with selective collection.

Technical data

Relevant information

Introduction

The information provided in technical data may differ, depending on the optional equipment or the model make, as well as in the case of special vehicles and fittings for certain countries.

The vehicle's official documentation data always takes priority.

Tyre pressure

	Driver	With passenger
Front tire pressure	1,8 bar	2,2 bar
Rear tire pressure	2,0 bar	2,3 bar

Vehicle identification details

The scooter's identification number (VIN) can be found on the label located at the front of the battery compartment.

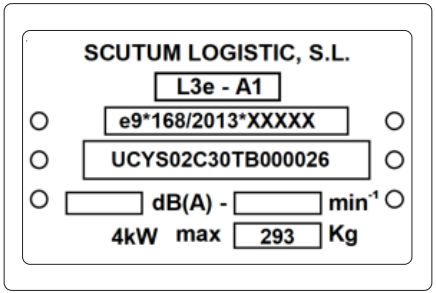


Fig. 74 - Vehicle identification details.

Weights

Empty weight, total weight, load over axles.

MMTA*	293 kg
MMTA* (front axle)	95 kg
MMTA* (rear axle)	198 kg

*MMTA: Technically Permissible Maximum Laden Mass

CAUTION

Do not exceed the maximum authorised mass. There is risk of accident and harm!

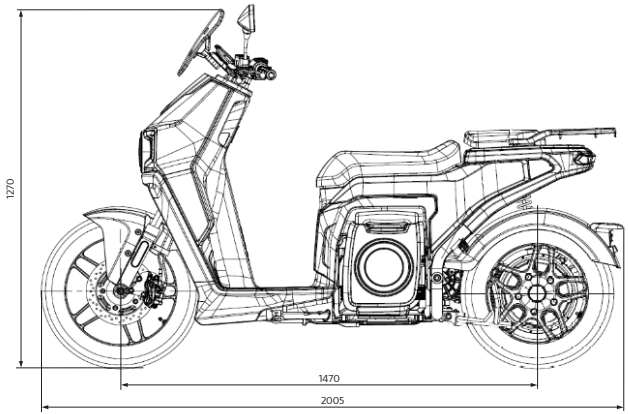
Technical specifications

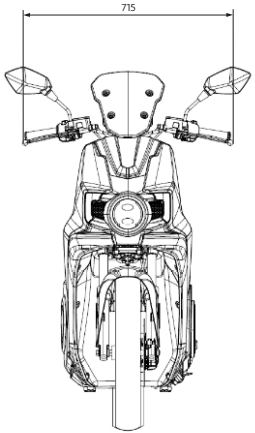
	S02 L1e	S02 L3e
Maximum speed (on display)	45 km/h	85 km/h
Autonomy	152 km	138 km
Climbing capacity	>20°	>20°
Overall length	2026 mm	2026 mm
Wheelbase	1407 mm	1407 mm
Vehicle weight	132 kg	132 kg
Battery pack weight	41 kg	41 kg
Brakes (front/rear)	Disc / Disc	Disc / Disc
Front wheel size	80/90 r16	80/90 r16
Rear wheel size	110/80 r14	110/80 r14
Seat height	770 mm	770 mm
Front fork	Conventional fork	Conventional fork
Rear suspension	Hydraulic shock absorber	Hydraulic shock absorber
Rated power	2 kW	4 kW
Peak power	2,9 kW	6,3 kW
Vehicle height	1271 mm	1271 mm
Battery Pack capacity	5,6 kw/h	5,6 kw/h
Acceleration	0 - 50km/h 9,68s (SPORT mode)	0 - 50km/h 4,65s (SPORT mode)

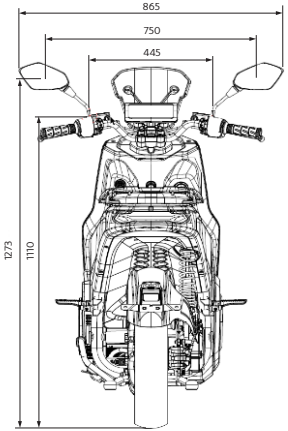
Standard equipment	S02 L1e	S02 L3e
Standard exterior colour	White/Grey/Green	White/Grey/Green
Manual lock (with key)	Yes	Yes
Keyless lock	with App	with App
Connectivity	APP + SIM	APP + SIM
On-board telematics unit (TCU)	Yes	Yes
Remote functions	Vehicle location–Alarm–Keyless entry–Share with friends	Vehicle location–Alarm–Keyless entry–Share with friends
Smartphone holder	No	No
Full LED headlights	Yes	Yes
Driving mode	ECO, CITY y SPORT	ECO, CITY y SPORT
Battery unlock	Yes	Yes
Horn	Yes	Yes
Boot capacity	Type 3/4 helmet	Type 3/4 helmet
Side stand sensor	Yes	Yes

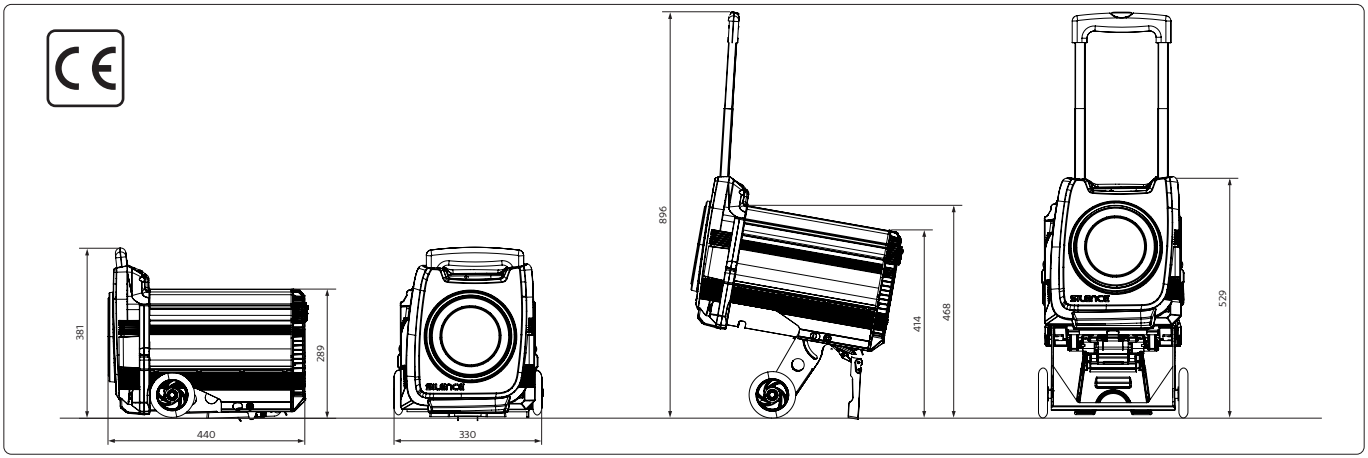
Components	S02 L1e	S02 L3e
Display	5” LED segments	5” LED segments
Engine	Hub motor	Hub motor
ABS (Anti-lock Braking System)	Optional	Optional
Cruise control	Yes	Yes
Windshield	Low (Optional medium)	Low (Optional medium)

Dimensions









Battery Pack Characteristic	Value
Rated capacity	90 Ah
Capacity fade	20%
Power (Max. SOC 80%)	11.7 kW
Power (Max. SOC 20%)	11.7 kW
Power fade	10%
Internal resistance	0,024 Ω
Internal resistance increase	50%
Energy round trip efficiency	95%
Energy round trip efficiency fade	10%
Expected life-time	1000 cycles or 5 years
Cell chemistry	Lithium-ion cells
Weight	41 kg
Battery nominal voltage	51 VDC
Storage temperature (uncharged)	-20 to 45 ºC (max.) / 0 to 25 ºC (recommended)
Operating temperature	0 to 50 ºC (charging) / -10 to 60 ºC (use, discharging)
Housing material	Aluminium and PC
Max. charging current	35 A
Charger type	Onboard 90-240 VAC; 600 W
Max. internal charger current	~11 A
Standard charging time	7-9 h

Battery and charger specifications

WARNING

The battery can be a VERY DANGEROUS (life-threatening) product when it is not in the scooter:

- It should always be transported on its wheels, slowly (max. 3 km/h), slower than the average person walks.
- Be very careful with the battery, avoid hitting or bouncing it, rolling it over cobblestones, stairs or potholes, or dropping it (down stairs, for example), as this could cause it to catch fire. Avoid all contact with water.
- If there is any indication or you suspect the battery pack has been used improperly or has fallen, do not plug it in. Call a SILENCE Official Service Centre, as this could be LIFE THREATENING.

A battery fire can be put out with water, a CO_2 fire extinguisher or class D fire extinguisher, unless the battery is plugged in or near other batteries. In this case, use a CO_2 fire extinguisher or class D fire extinguisher to put out the fire and take it to a safer, more isolated location (at least 15 m from any exposure: other vehicles, batteries, etc.). Once in a secure location, call emergency services to take control of the situation.

Maintenance schedule

As with any other vehicle on the road, regular maintenance and inspection is required before each use. This is the only way to ensure your own safety and that of others on the road, while also guaranteeing an optimal experience on the scooter.

When carrying out maintenance work, always take your scooter to a SILENCE Official Service Centre, as they know your scooter best and have the right tools to diagnose and repair it. However, there are some things you can (and should) check yourself, such as tyre pressure, brake fluid level, etc.

DISCLAIMERS

- These instructions were drafted for owners that will only use the S02 in urban areas. If you use it for a purpose other than that for which it was manufactured or constantly drive at a high speed or in overly damp or dusty conditions, you will have to service the scooter more often. Always read the instructions before starting and make sure you have all the materials you need and a clear idea of what you are going to do.
- If your S02 is involved in an accident, request an inspection of the main components by a SILENCE Official Service Centre.
- Failure to properly maintain the scooter, correctly follow instructions or resolve a problem before driving could cause an accident in which there is a SERIOUS RISK OF INJURY OR DEATH. Always follow this schedule and any advice from your SILENCE dealer.
- There are some basic operations you may be able to do on your own (those that are the same for a combustion engine motorcycle, such as, for example, changing the brake pads). Only you can decide if you are capable and, therefore, whether or not you should personally carry out said task..
- Use the centre stand for any operations, always on a flat, hard horizontal surface.
- Always carry out any operations on the scooter when it is turned off and with the keys removed (unless indicated otherwise in the instructions), to avoid starting it accidentally and having an accident with the engine running.
- Take care with hot parts, particularly the disc brakes just after driving your S02. Let them cool down first

Troubleshooting

For the faults described here, it is assumed that only the final components are the cause of the problem. If the problem persists after replacing the final component, take the scooter to the official point of sale.

All of our scooters are examined carefully before they are sent to our dealer. Incidents may appear even after the scooter is inspected. The following table offers guidelines for identifying the problem and, if possible, repairing it yourself. If you cannot solve the problem, take the scooter to the SILENCE Official Service Centre, so it can be inspected and repaired if needed.

Incident	Probable cause	Solution
A light/lamp is not working (headlight, tail light, indicator lights).	Damaged fuses. The component is defective or the connectors are damaged.	Check the fuses and connectors, and if the problem persists, take the scooter to the nearest official dealer.
The scooter does not accelerate.	Throttle not adjusted properly.	Check the connection between the throttle and the electrical installation. Take the scooter to the nearest official dealer.
The scooter will not start.	Key not in the ignition. The scooter is charging. The battery is dead. Damaged fuses.	Check that the key is in the ignition. Wait for the battery to charge and disconnect the charger Charge the battery fully. Replace damaged fuses. If the problem persists, take the scooter to the nearest official dealer.
The battery will not charge. Battery percentage does not increase.	Problem with the battery, problem with the charger. Power is not getting to the charger.	Check the scooter-battery and scooter-mains connection (charging the battery in the scooter). Check the battery-mains connection (charging the battery outside the scooter).
The brakes do not work properly (with the pads being ok).	Incorrect tyre air pressure. The tyres are worn. Excessive or incorrectly distributed load. Air in the brake circuit.	The air pressure must be checked and adjusted accordingly (as indicated in the “TECHNICAL SPECIFICATIONS” section) Replace the tyres. Check to see whether the load is excessive. Reduce or redistribute the load. Take the scooter to the nearest official dealer.
Error in the state of charge (SoC)	The charge gauge is not synchronised with the actual state of charge.	Charge the battery fully. If the problem persists, take the scooter to your nearest official dealer.
Message on screen: “0x...”.	Depends on the problem.	Contact your nearest official distributor.

Vehicle and battery warranty

Delivery to buyer

This document is the basis for processing any warranty claims (warranty claims cannot be processed if the documents are not filled in properly or are incomplete):

VIN (Vehicle Identification Number)	Date of Delivery
Full name:	
Address:	
City/Town:	
Postcode:	
Country:	
Telephone / Mobile phone:	
e-mail:	Dealer Number

Warranty Conditions

General

SCUTUM LOGISTIC, S.L., with registered office at c/ Còrsega 293, 08008 Barcelona, Spain ('SILENCE'), offers its customers, through its service network, a warranty for its new vehicles, which are registered and operating in the European countries where the Silence service network is present from time to time * on all its integral parts, for the legally required periods in accordance with the national legislation of the country in which the product has been purchased (the 'Warranty').

*SILENCE has established or will establish technical services in the Member States of the European Union, as well as in the United Kingdom, Norway, Ukraine, Andorra, Serbia, Moldova, Montenegro, Bosnia and Herzegovina, Kosovo, North Macedonia, Iceland, Switzerland and Turkey. We recommend that you check www.silence.eco to verify if the SILENCE official service network is present in your country of residence.

This term is two (2) years in most European countries and three (3) years in some of them, such as, for example, Spain or Sweden. As to the battery, SILENCE offers a three (3) year warranty or 360 charging cycles, whatever comes first.

During this warranty period (the "Warranty Period"), SVD will repair or replace free of charge any defective part of the vehicle (in design, materials or workmanship), subject to the conditions and exceptions stipulated in the User Manual and in this Warranty Booklet, as necessary to bring the vehicle to conformity. To obtain a warranty service, you must take your SILENCE vehicle to a SILENCE Dealer or to a professional repairer at your expense. SILENCE or the relevant technical service shall determine the appropriate repair or replacement procedure considering the non-conformity at hand.

The repair or replacement of a part of the vehicle does not extend the original warranty of other components of the product. The repair or replacement operation shall only entail an extension of the warranty of the defective part or parts of six months (in most of the European countries) or 1 year (in a minority of them, such as Spain) since the product is handed back to the user, with regards to the lack of conformity that motivated the repair or replacement in the first place.

Whenever any maintenance, mechanical work, repairs and overhaul of the vehicle is carried out within the warranty conditions described in (1) above, it is necessary to bring the maintenance log provided by SILENCE for this purpose, correctly completed, to the dealer or to the technical service where the maintenance shall be done.

Any repair or replacement shall be completed within a reasonable time and without any significant

inconvenience to the consumer, taking account of the nature of the reparation, the technology of repairs and the availability of the parts needed thereto.

Any part replaced by another part shall become the rightful property of Silence.

SILENCE reserves the right to make modifications or improvements to its vehicles in order to improve their performance.

The network of official services that approved by SILENCE to perform any maintenance and technical is available at SILENCE's website (www.silence.eco).

The Warranty is in addition to any other rights of SILENCE's customers under their respective purchase contract and does not affect other legal rights.

Exclusions

The warranty does not cover:

a. Defects caused by materials supplied by the Purchaser itself.

b. Consumable parts: brake discs, fuses, tires, cables, grips, stickers, rubber parts, lubricants, etc.

c. Defects caused by a repair, adjustment, maintenance or any other procedure outside SILENCE's specifications, such as, for example, the installation of parts not approved by SILENCE.

d. Defects caused by the use of non-original spare parts, accessories, lubricants or other fluids which are not of equivalent nature and/or quality as the original ones.

e. Non-genuine SILENCE parts, accessories or other equipment.

f. Defects caused by converting or modifying the Vehicle.

g. Defects that are due to ageing or prolonged storage (change in paint shade, paint cracking or other damage).

h. Defects caused by a lack of maintenance as stipulated by SILENCE.

i. Damage due to improper transportation and storage.

j. Any mechanical work carried out by persons outside a technical service.

k. Damage caused by weather-related accidents, catastrophes, fire, collisions and/or traffic accidents, intentional damage, theft or damage resulting therefrom.

l. Damage caused by chemicals, animal excrement, saline water, salt or other similar materials.

m. Defects caused by improper use such as abnormal driving, participation in any type of

competition, use on roads that are in a poor condition or hostile areas, not charging the battery periodically as stated in the user manual, etc.

n. Defects caused by negligence in having the vehicle repaired as quickly as possible since the defect arises.

o. Perceived sensations that do not affect the performance and operation of the vehicle such as motor noise, vibrations, looseness, etc.

p. When the Vehicle is fit for the use for which it is usually intended, and/or displays the quality and performance which are normal in such a vehicle, according to its nature and/or the representations made by SILENCE, or fits the description made by SILENCE.

q. When the non-conformity is based on a fact regarding which the Purchaser could not reasonably be unaware.

r. Costs arising from regular maintenance.

s. Financial compensation for the period of maintenance and repair, whether or not this is covered by the Warranty: loss of time, business losses, rental vehicle expenses, etc.

Specificities with regards to the battery

For a battery to be considered defective and, therefore, subject to warranty cover one of the following two conditions must be fulfilled:

a. The voltage at the battery pack terminals, measured at full load condition and with a 10 Kohm resistor connected between its terminals, is less than 48V.

b. The energy supplied by the battery to a charge absorbing a current equivalent to 1C (where C is the rated capacity of the battery), measured in the interval between a fully charged condition and a fully discharged battery condition under an ambient temperature of 25±3ºC, is less than 70% of the rated capacity of the battery pack.

Notwithstanding the fulfillment of any of the conditions described in points (a) and (b). above, the warranty shall not be effective if any of the following situations arise:

a. When the sealing label on the battery pack has been broken or torn.

b. When the elements that identify the battery pack and/or its components (serial numbers, identification labels, etc.) have been deleted, modified or altered.

c. When unauthorized personnel have performed any intervention (modification, repair, etc.) on the battery pack.

d. In case of use of chargers other than those supplied with the vehicle or as original spare parts.

e. In case of connection of the charger to an electrical network with characteristics (voltage and/or frequency) different from those specified in the user manual.

f. In case of unauthorized manipulation and/or modification of the vehicle's electrical and/or electronic system components (charger, BMS, engine drive, engine, electronic units and control units, control elements and sensors, protection elements - fuses, etc., relays and contactors, electrical installation, etc.) including the modification of the control programs or any configuration parameters (hardware and/or software) of any of these elements.

g. In case of mechanical damages produced by falls, blows, impacts, etc. affecting the battery pack box, the batteries inside it or the connection elements (cables, connectors, etc.).

h. In case the user does not respect the maximum times between charging operations as specified in the vehicle's user manual.

i. Defects resulting from the use of the vehicle with a discharged battery.

j. Defects resulting from the use or storage of the vehicle (including charging operations) in environmental conditions (temperature, humidity) outside the operating ranges specified in the vehicle's user manual.

k. Defects due to the non-performance of the maintenance and/or servicing operations as specified by SILENCE, including those cases in which there is no adequate traceability of the maintenance carried out or in which such maintenance and/or inspections have not been performed by an official SILENCE Technical Service.

l. Defects due to the installation or connection of any unapproved auxiliary electrical and/or electronic equipment that may result higher than the maximum expected current draw or interference with the electrical system and ECU.

m. Defects due to modifications to the body and/or structure of the vehicle that may modify the thermal and cooling conditions of the battery pack or any other electronic components of the system.

n. Defects due to unauthorized manipulation and/or modification of the vehicle's instrument panel.

The autonomy of the vehicle depends on multiple factors, including, but not limited to, the driving mode, the load carried, the traffic conditions or the operating temperature, among others. Therefore, the kilometers that can be covered by the vehicle in the interval between a fully charged battery pack and a discharged pack condition

cannot be considered a contractual commitment or a defect or a failure of the vehicle's battery to be covered by the warrant.

Maintenance

SILENCE vehicles are manufactured with the highest quality standards and technology. Nevertheless, in every vehicle programmed and incidental maintenance is essential for it to operate correctly and efficiently. Therefore, it is key for SILENCE customers to perform regular maintenance services as indicated in the users manuals of the vehicles, in accordance with the SILENCE recommended maintenance schedule exactly. In case of atypical, extreme or unusual weather, road conditions, vehicle usage, and/or driving habits, extra maintenance might be required. Defects caused by insufficient or incorrect maintenance will seemingly not be covered by the Warranty.

It is also necessary that SILENCE customers perform their periodical routine checks by themselves, as set forth in the user's manuals. Otherwise, defects that become apparent may be disregarded and deteriorate the vehicle's condition, which may entail Warranty exclusion.

It is strongly advised to have periodic maintenance performed by dealers or repairers in the SILENCE network, due to their knowledge of SILENCE products. The network of official services that approved by SILENCE to perform any maintenance and technical is available at SILENCE's website (www.silence.eco).

Parts and labour cost incurred in required or suggested maintenance service are not covered by the Warranty.

The maintenance log is meant to be used as an effective way to remember the maintenance checks that must be performed in the SILENCE vehicles. It will also allow SILENCE, the SILENCE dealer or repairer or the relevant technical service to keep track of the vehicle's

condition and performance, which will, in turn, result in a higher resale value of the vehicle.

CAUTION

The battery must be fully charged at least once every 30 days to maintain the warranty.

Inspection: Vehicle and Battery

Each S02 must pass a series of regular inspections, based on the kilometres travelled or at least once a year (if the scooter has not travelled the kilometres necessary to require an inspection within a year). The same is true for the battery packs ("be"), which have their own inspection intervals. For batteries purchased with the scooter, the inspections will be the same as for the scooter and must be done at the same time.

The number of kilometres between inspections **of the vehicle and battery** is shown automatically on the vehicle's display (the screen will show a **spanner** icon to indicate that it is time for an inspection based on the kilometres travelled) and is as follows: first inspection at **1,500 km**, second at **5,000 km**, third at **10,000 km** and subsequent inspections every **5,000 km.**

The vehicle's inspections must be carried out within one year of the previous inspection (**at least one per year, the first one 3 months after purchase**).

Information on what to inspect is provided in the corresponding manuals/maintenance schedules for the vehicle and the battery, which are available to **SILENCE Official Service Centres**.

S02 inspection log (both vehicle and battery)

VIN (Vehicle Identification Number)		
BP ID (BP NUMBER)	Battery	

BP ID (BP NUMBER) REPLACED	BP ID (BP NUMBER) NEW	Date

	Inspection No	Date	Odometer reading	Official Service signature
	DATE OF VEHICLE REGISTRATION	..... / ..... /		
	1st INSPECTION BEFORE	+3 months ↓ ..... / ..... / ..... must be greater than ↓	or 1.500 km must be greater than ↓	
1st	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
2nd	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
3rd	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	

	Inspection No	Date	Odometer reading	Official Service signature
4th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
5th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
6th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
7th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	

Inspection No		Date	Odometer reading	Official Service signature
8th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
9th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
10th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
11th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
12th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
13th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	

Inspection No		Date	Odometer reading	Official Service signature
14th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
15th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
16th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
17th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
18th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	
19th	INSPECTION INFO.	..... / ..... /		
	NEXT INSPECTION BEFORE	+1 year ↓ ..... / ..... / ..... must be greater than ↓	+ 5.000 km ó ..... km must be greater than ↓	

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