

# ATHER 450 - FAQ

## PURCHASE

### **Will I get a FAME II subsidy on purchasing the Ather 450?**

Yes, Ather 450 is FAME II compliant and you will enjoy a subsidy of ₹26732. In case you have already purchased an electric vehicle with subsidy you wouldn't be able to avail the benefits the subsequent time.

### **Is it mandatory to pre-order so as to purchase the Ather 450, can't I directly purchase the vehicle at Ather Space or online?**

Yes, pre-order is a must to purchase Ather 450, the reason being currently we are producing only a limited number of vehicles, and we are following a pre-order-first sales process. It's an entirely refundable amount (₹5000), no questions asked.

### **How do I check my order status?**

Once you've pre-ordered, you can activate your Ather account by signing up through this link <https://app.atherenergy.com/signup>. All details about your order will be available on this dashboard <https://app.atherenergy.com/dashboard>. Please note that you will have to use the same email ID and phone number that you used to pre-order when you sign up.

### **I would like to buy more than one scooter from my pre-order registration, is it possible?**

For every scooter, you need to make a pre-order separately. We haven't placed any restriction on the number of pre-orders per person. However, do note that any person can only avail the FAME II subsidy once since it's linked to one's Aadhaar ID.

### **My pre-order was made in a different name, I want to purchase the vehicle in a different name, how do I do it?**

After you've made your pre-order, you can change your ownership details by getting in touch with our relationship team, unless your full payment has been made. You can contact us on +91 7676 600 900 for the same. Once invoiced, ownership details can only be changed at the time of resale.

### **I've heard that electric scooters don't require me to have a license to ride them. Why do I need a license to ride Ather 450?**

Yes, you are right. Partially. The electric scooters that run on a 250 W motor and the ones that have a top speed of 25 kmph do not require a driver's license or number plate registration. However, the Ather 450 is significantly more powerful with a top speed of 80 kmph. Therefore, driver's license and number plate registration are mandatory to ride it. So, if you're thinking of gifting this to your 16-year-old daughter or son, you would have to wait for another couple of years :)



# ATHER 450 - FAQ

## DESIGN & SPECIFICATIONS

### **Is the touchscreen dashboard rain resistant?**

The touchscreen dashboard is IP65 rated, which means it not only works fine while it's drizzling, it can withstand rains too.

### **Can I ride the vehicle through flooded or inundated roads?**

The vehicle's battery is IP67 rated. It means that the vehicle can go through 300 mm of water, if passing through waterlogged areas.

### **Can I choose which data service's SIM goes on my dashboard for data and connected services?**

No, there is no option of selecting the data service provider.

### **Are the range figures - 55 km in Sport, 65 km in Ride mode, 75 km in Eco mode - of the Ather 450 maximum achievable numbers?**

Range depends on multiple factors. The numbers given are indicative of what one is highly likely to get in the respective riding modes. However, these numbers can differ as it depends on the road conditions, gradients and load on the vehicle, while you are riding. We have arrived at these numbers taking into consideration the usual riding behaviour and observations from the first batch of Ather 450s that hit the road (Doesn't include the harsh riding conditions and behaviour). To get a deeper understanding read up the blog.



# ATHER 450 - FAQ

## BATTERY & RANGE

### **What is the self drain percentage of the battery pack of Ather 450?**

In different scenarios the battery's drain rate varies. Here's how many days it may take for the battery to go from 100% to nil:

When Key is turned OFF: In 9 days

Shutdown mode: appx 70 days

There is a critical battery cut-off that shuts down the battery completely so that there is no damage to the battery pack once it has discharged to zero.

### **What real life testing have you done on the battery pack?**

The battery pack is one of the most important components of the vehicle. We have done all ARAI recommended tests to ensure it can keep up with whatever gets thrown at it, and then we went ahead even further to ensure a high reliability and life.

The following tests have been done on the battery pack over the course of a few years:

Extreme environment tests for dust, temperatures, rain and water logging

Battery Homologation compliance tests as per ARAI.

Accelerated wear tests on the battery pack by continuous charging and discharging, and high ambient temperatures.

Vibration tests using specialized rigs to mimic road conditions.

20+ Million km equivalent cell level testing has been carried out under varied conditions.

### **How is the battery pack protected considering it's Li-ion?**

The battery is protected by an aluminium casing to rule out physical damage.

Also, the BMS regulates temperature and ensures optimum performance.

### **What is the cost of battery replacement once the battery degrades after a few years?**

The battery is designed to last 50,000 km. Typically scooters run around 6000-8000 km a year, so chances are that this battery won't need replacement for 6-7 years. Most people replace their scooter in around 4-5 years. The battery has a 3 year unlimited mileage warranty. Also, the battery doesn't really go dead. Its capacity reduces just as that of a phone battery. Coming to the exact cost of replacement 3-4 years from now, we estimate that it would be around ₹40,000 but this is only an estimate.



# ATHER 450 - FAQ

## BATTERY & RANGE

### **How much does the battery pack cost?**

The battery pack is designed to last for 50,000 km, at which point it should still have enough capacity for a regular commute. Just in case you need to replace it, you can purchase a replacement from Ather. We will work out a battery exchange/buy-back program, to get you a new battery and repurpose your old battery pack. We hope to announce that once we have more clarity on it.

### **What features have been incorporated to address range anxiety?**

The Ather 450 comes with a home charging point that is designed for overnight charging. With a fully charged vehicle every morning, that's ready to travel 65-75 km every day, you wouldn't have to worry about range anxiety. On days you have to go that extra mile, Ather Grid network is there to help you fast charge your vehicle. Still need a back up? Well, you could go for the portable charging cable that's available as an accessory.

Additionally, the dashboard UI also has a real-time efficiency indicator which, through bright red glows, prompts the user to check the aggressiveness of his/her ride. The Ather app also comes equipped with a Ride Statistics section that provides requisite data about each ride to help the users understand their riding behaviour and its relation to range better.

### **What will be the range of the battery after it's been used for more than a year?**

The exact range of the vehicle depends on multiple factors like total distance travelled, recharge cycles, and temperature profile of the city. Just as in any battery, the capacity reduces, but we have ensured that it ages well. The range decreases gradually. Yet, the capacity remains good enough to run the vehicle for the daily commute. We promise a 3 years/unlimited km warranty with 70% battery capacity retention. Here's more about the battery ageing, for you to read up.



# ATHER 450 - FAQ

## CHARGING

### How much time does it take to charge an Ather scooter?

It takes about 5 hours to charge the Ather 450 to 100% with Ather Dot, the home charger. Plug it in before you hit the bed for a fully charged vehicle in the morning! Every Ather Grid location has a fast charging point that charges at the rate of 1 km/min i.e. 15 mins of charging helps the scooter gain 15 km.

### How much does it cost to charge the Ather 450?

Ather Dot -the home charger consumes around 3 kWh of electricity to fully charge an Ather 450. Depending on the cost of electricity per unit, one full charge may cost anywhere between ₹12 - ₹20. However, under the Ather One plan, this charging cost gets reimbursed to your bank account or wallet every three months, just one of the many benefits of the subscription plan.

### How much does it cost to fast-charge at an Ather Grid charging point?

For all Ather 450 owners, charging at Ather Grid is free until 31-March-2020. Additionally, it will be covered if you've subscribed to Ather Charge or Ather One. Otherwise, the cost of charging an Ather 450 at Ather Grid charging points is a flat fee of ₹20 per half-hour session.

### Does Ather Dot allow fast charging?

Ather Dot - the home charger has been designed to let your vehicle charge overnight when it's lying idle in your parking lot for almost 6-8 leisurely hours. This is because fast charging frequently can have an adverse effect on the battery. The purpose of a fast charger at public locations is to let you stop by, and quickly top-up your vehicle, on your way; if at all the need arises.

### How big is Ather Dot - the home charger?

Ather Dot is close to the size of an everyday backpack.

### What do the different colors of the LED lights on Ather Dot mean?

Ather Dot - the home charger talks through the LED light. Here's what different colours on the charger tell you

**Solid green light:** When not connected to the vehicle - the charger is healthy and available for charging. When it is connected to the vehicle - Charging is complete.

**Blinking green light:** Charging is in progress.

**Solid red light:** Fault in the home charger. Please contact the customer support team to report this issue.

**Solid amber light:** The home charger software is being updated over the air.



# ATHER 450 - FAQ

## CHARGING

**Why am I offered an Ather Dot (home charger) with my Ather 450 instead of a portable charger that offers me flexibility of carrying it around, and allows me to charge anywhere?**

Yes, we agree that the portable charger gives you the flexibility of charging anywhere. But that might not be the only thing that should guide your choice of a charging solution.

Both the home charger and the portable charger have been designed keeping in mind different needs and two kinds of vehicle users. The former suits the one who has a designated parking space, has easy access to Ather Grid (our public charging network) and travels say 45-50 km on an average. And the portable charger is for someone who may not have an allotted parking spot, travels longer distances, and may find it difficult to spot Ather Grid (network of charging points) on the everyday route. Having said that, the home charger is designed for overnight charging, and offers a far better experience. It has the following safety features:

- It is water resistant that lets you charge even during rain showers
- Auto authentication prevents power thefts from your meter
- Auto cut-off to deal with power fluctuations
- Equipped with control pilot to keep a check on earthing

Also no lugging around the charger, because overnight charging should be enough. And the fact that there is an Ather Grid within a reasonable distance from wherever you are should eliminate the need to go hunting for a socket/plug-point with a portable charger in your boot. Saves time, saves effort.

Things to keep in mind while using the portable charger: Most of the sockets around do not meet the safety standards; hence the portable charger might reject quite a few of them, as the safety of the battery is of utmost importance.

- Should not be used to charge vehicle when it's raining
- The open socket at your parking spot could lead to power theft
- Lacks Control Pilot that keeps a check on earthing

Hope this answers your question :)

**How to install Ather Dot? Do I have to pay for the installation?**

Ather Dot - the home charger can be installed by any professional electrician. A step-by-step installation guide that comes along with the charger, gives detailed instructions to make it easy to install. If you would like us to install it for you (we recommend this), the standard installation would cost ₹1800 incl. of GST. Additional charges may apply for non-standard installation scenarios.



# ATHER 450 - FAQ

## CHARGING

### **What do you mean by standard installation and non-standard installation?**

Standard installation: When your parking spot location is such that the length of wiring from your electricity meter to the parking is around 5m, it's a standard scenario for installation. The cost of cable, conduit and labour comes up to ₹1800 incl. of GST.

Non-standard installation: In case the distance between your parking spot and the electricity meter is higher, and it demands wiring exceeding 5 m, it's a non-standard scenario for installation. In this case, we charge on actuals i.e.extra wire, routing and the labor. Here is the cost for any extra work.

Cost of cable with conduit: ₹150 / extra meter

Cost of cabling without conduit: ₹90 / extra meter

New earthing connection: ₹3000 / pit

Load extension: Varies by area & load

### **What kind of an electrical power socket would be compatible with Ather Dot - the home charger?**

Ather Dot would be compatible with a 16A socket, and through means of an adapter, with a 5A socket as well.

### **Can I install Ather Dot outdoors, in the open?**

It's designed and tested for usage in an enclosed space. But, it could be used outdoors with proper precautionary accessories to ensure safety, which can be recommended by our electricians.

### **I stay in a rented apartment / house. What if my landlord or residents association does not agree to install the charger?**

This is a valid concern, but not really as big a phenomenon as might be perceived. Among the installation audits that we have carried out, very few have had permission issues from the landlord or the society. We've had instances where, after some initial hesitation, permission has been granted. In cases where the concerned parties have some apprehension, you could make a case for installation to your landlord or society by encouraging them to go through our FAQs document addressing common concerns.

Also just for your understanding the regular installation involves minimal drilling. It just requires four small 1-inch diameter holes for mounting the point and standard drilling holes for wire routing, which is a regular practise and damaging in no way. We can assure that there is no need to worry since the installation / uninstallation procedure is simple enough for any electrician to perform.



# ATHER 450 - FAQ

## CHARGING

### **If I relocate, would you help me re-install the home charger?**

You could carry your home charger along with you, wherever you go. It can be installed by any trained electrician using the step-by-step guide that comes along with the charger. But, just one thing to remember, if you are moving to a place that's not on the list of our serviceable zones, we might not be able to help you with any kind of service and maintenance of the charger, and the vehicle.

### **What is the standby power consumption of Ather Dot? What will be the impact on my monthly electricity bill?**

Ather Dot hardly consumes 6 watts of electricity, while on standby. So, over a month's time it would add about ₹50-60 to the bill.

### **In Bengaluru, can an Ather 450 be charged at BESCO charging points?**

Not really, it is not possible to charge Ather 450s at BESCO charging points without an adaptor. Ather Grid is free for all Ather customers till 31st March, 2020, till then every owner can conveniently charge at the Ather Grid locations. We will certainly consider working on an adaptor, if we see the volume of requests increasing.

### **Can my friend use my home charger allocated to charge his Ather 450?**

You can place a request with the customer support team to allow access to your friends' vehicle, while we figure out a permanent mechanism that allows this control to lie with the user.

### **Is my home charger a part of the Ather Grid?**

The home charger that we will be setting up at your place is specifically for your vehicle. It won't be a part of the Ather Grid as this is our public charging network.

### **Can Ather Dot - the new home charger charge both the earlier, and the new Ather 450s?**

Ather Dot can be used to charge all the Ather 450s.

### **Can the earlier home charger be used to charge all the Ather 450s?**

The earlier home charger is only compatible with the earlier set of Ather 450s.



# ATHER 450 - FAQ

## ATHER ONE SUBSCRIPTION

**My free subscription period is ending soon. By when do I have to renew my subscription plan? I haven't received any communication about this.**

Customers who received free Ather One subscription for a year will continue to get Ather One for free until March 31, 2020. Customers who are on Ather Service will continue to get Ather Service extended for free until March 31, 2020. For all customers, access to fast charging at Ather Grid will be free until March 31, 2020.

**Can I switch from an Ather Service plan to an Ather Charge plan or vice versa? How can I do that?**

Absolutely! It's possible to switch between Ather Service and Ather Charge even in the middle of your billing cycle. However, you may be charged a one-time servicing fee upon inspection at the start of the subscription period when you're making the switch from Ather Charge to Ather Service., which is only fair.

**I have realized that Ather One makes more sense for me. I would like to upgrade from my Ather Connect / Charge / Service to Ather One. How do I do this?**

No problem at all. We'd be happy to upgrade you even during an ongoing billing cycle. You will just have to pay the deficit amount, and some fair terms and conditions will be applicable, the details of which are being worked upon. Obviously, we will make sure that it is made available to you well before your free subscription period ends :)

**I will be out of the country for a few months. Can I suspend or hibernate my subscription plan during this period, and activate it once I am back?**

That's currently not possible; there is no option to hibernate your plan.

**Is there a cost to switching between plans, upgrade or downgrade to a different plan?**

If you are switching to Ather Service or Ather One from Ather Connect or Ather Charge, you may be charged a one-time servicing fee at the time of the vehicle inspection, at the start of the new subscription period, right when you're making the switch. We would never levy a charge that's unfair.

**Will the price of your subscription plans increase later?**

Not to worry at all, it's unlikely to change in the near future. Our subscription plans are currently priced to offer the best value to our customers. So, we don't intend to hike up the price, unless there is a shift in the costs of the components, consumables and other relevant stuff in the market. We as a company will keep reviewing the price from time to time, and update it based on prevailing market conditions.



# ATHER 450 - FAQ

## ATHER ONE SUBSCRIPTION

### **What is the schedule for periodic servicing as a part of Ather Service/Ather One subscription plan?**

We will inspect your vehicle once every 5,000 km at your doorstep and complete service at our service centre once every 10,000 km (with doorstep pickup and return). Periodic servicing is covered under Ather Service and Ather One, you won't have to pay anything extra when it comes to consumables and labour charge.

### **What are the consumables that will be covered under Ather One/Ather Service subscription plan?**

Once your vehicle is inspected, here are the consumables that will be replaced, as and when required.

- FR & RR wheel bearings
- Steering bearings
- Front fork seal
- Swingarm bushes
- Brake pads (two wheels per year)
- Primary and secondary belts

Additionally, we will also do a top-up of brake fluid and front fork oil.

### **What if there is an issue with some components of the scooter? Do I have to pay for their replacement?**

Well, here's where Ather subscription comes into play. If you have subscribed to Ather One or Ather Service, replacement of the consumables (as mentioned in the above answer) is covered (subject to inspection) and, you won't have to pay anything extra. Additionally, we will also top-up brake fluid and front fork oil. All other components that are not covered under the plan are covered under warranty. In case there's a damage due to an accident, the insurance cover will take care of it.

### **How much will I be charged for pay-as-you-go services? Where will I get this information?**

We understand that you might want to do the math, so get the information here.

### **What is the turnaround time for roadside assistance? How long after I place a request will someone reach the location?**

You shouldn't have to wait longer than 45 minutes. However, this may vary depending on weather and traffic conditions at the time of your request.



# ATHER 450 - FAQ

## ATHER ONE SUBSCRIPTION

### **What happens if I take my vehicle outside the city during the period that I have paid for a subscription plan?**

Simply put, it's a risk. Our services are currently not available beyond the serviceable area of Bengaluru. We would be unable to provide services such as roadside assistance, charging cost reimbursement and won't be able to assure the usability of features such as onboard navigation, if your vehicle is beyond our reach. Even when your vehicle is covered under one of our subscription plans.

### **Ather One plan says that if I charge at home, the charging cost will be reimbursed. At what rate / tariff will the reimbursement happen? How would you reimburse the amount?**

In Bengaluru, we will reimburse at the rate of ₹6.50 per unit which pertains to the 101-200 kWh per month energy consumption slab of the LT-2(a)(i) Tariff category applicable to domestic areas under BBMP.

In Chennai, we will reimburse at the rate of ₹4.60 per unit which pertains to the 201-500 kWh per month energy consumption slab of I-A Low Tension Supply Tariff issued by TANGEDCO

The charging reimbursements, i.e., the money equivalent to the cost of charging will be credited in your wallet every quarter, money equivalent to the cost of charging to you via an online mode of payment, during the month following the assessment quarter. Please note that the tariff considered for reimbursement is subject to change.

### **I do not want to pay for data. Is there any other plan that I can use?**

What would be a smartphone without data? Same is the case here. As you know, intelligence is an integral part of an Ather scooter, and that's why it is heavily reliant on data. This is what helps us understand your ride, your vehicle, riding conditions and thereby run diagnostics, push over-the-air updates, give ride recommendations and run services like navigation. So naturally, data becomes the core to deliver the ideal ownership experience. That's why it has been kept a constant in each of the plans, and the reason why you can't opt out of it.

### **What if a customer doesn't pay for a subscription?**

The services mentioned in the plan would be available at the pay-as-you-go rates, and features that depend on data and connectivity such as navigation, over-the-air upgrades, smart charging, remote monitoring etc. won't be accessible if the subscription fees are not paid. Of course, you will be receiving reminders.

