



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

1. INITIATION OF REQUEST FOR ACTION

In the website www.poliniebike.com access the "Customer Service" section then "Shops Assistance" : <https://www.poliniebike.com/assistenza-negozi/>



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

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

MOTOR



FROM DISPLAY

INFO
FW DISPLAY:
CDC11-Polini-v1
FW Motor:
EP-3 4.21
SN Motor:
955XXXXXX
SN Battery I:
9879464222

FROM POLINI APP



POLINI BATTERY



Next

Thank you for choosing an e-bike equipped with Polini E-P3 motor. Enter the relevant information to send the request. Fields with (*) are mandatory.

Motor data

Polini motor serial number	Battery type *
958002763	select...
Battery serial number *	Second battery serial number
Bike model *	Total kms traveled (ODO)

Dealers information

Personal data

Company Name *	SDI code
xx	000000
VAT/EORI (UK only) number *	PEC Email
it1234567890123	email

Address *

Via Roma, 25		
Town *	ZIP code *	Province *
City		
Country *	select...	


Contact details

Email *	Mobile Phone Number *
email	
Name *	Surname *

Polini motor serial number

Re Captcha

I'm not a robot



reCAPTCHA
Privacy - Terms

3. After filling in the form, you will receive a confirmation email (from the automatic system "no reply") with the ticket identification number. If you don't receive the email, check the SPAM box.
4. Status updates will be communicated ONLY via email. If you do not receive any communication within a few days, check the SPAM box.
5. Wait for confirmation of intervention by the Polini WARRANTY service.

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