

## PURCHASE

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

Yes, Ather 450 is FAME II compliant. According to the department of heavy industry, the subsidy amount is computed as the lower value among (i) ₹10000 x installed battery capacity, and (ii) 20% of ex-showroom price. This amounts to ₹26732 in Bengaluru and ₹27000 in Chennai. 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](tel:+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 :)



## 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](#).



## 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.

### **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.



## BATTERY & RANGE

### **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.



## 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 360 plan of Ather One, 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 30-Sep-2020. Additionally, it will be covered if you've subscribed to Ather One's Charge or 360 plan. Otherwise, the cost of charging an Ather 450 at Ather Grid charging points is a flat fee of ₹25 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.



## 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 use cases. The former suits a user who has a designated parking space, and for intra-city travel needs upto say 50 km on a given day. The portable charger is suitable for a user who may not have an allotted parking spot, and for longer distances especially along stretches where it may be difficult to spot Ather Grid (network of fast charging points). Having said that, the home charger is designed for overnight charging, and offers a better experience. It has the following safety features:

- It is water resistant
- Authenticated power transfer to prevent power thefts from your meter

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:

- Should not be used to charge vehicle when the surrounding surfaces are wet
- The open socket at your parking spot could lead to power theft

### **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.

### **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.



## CHARGING

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 and the portable charger?**

The portable charger would be compatible with a 15A socket, and through means of an adapter, with a 5A socket as well. Ather Dot comes with a connector that can be plugged into 5A socket or directly to the circuit breaker.

### **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.

### **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.



## CHARGING

### **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 30th September, 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 ONE SUBSCRIPTION PLANS & SERVICES

**Ather One is a set of pre-paid subscription plans for a hassle-free ownership experience. The different Ather One plans are 360, Service, Charge, and Connect.**

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**Ather One Connect**  
₹ 750 / quarter

**On-board Navigation**  
(also includes push location from the app, search location, search Ather Grid points)  
**Digital storage**  
**Ride statistics on the app**  
**Remote monitoring of the vehicle via the app**  
**Monthly Ride Log**  
**Personalised reminder notifications**  
**New features sent via over-the-air updates**

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**Ather One Charge**  
₹ 1500 / quarter

**Ather One Connect +**  
**Unlimited fast charging at Ather Grid**

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**Ather One Service**  
₹ 1500 / quarter

**Ather One Connect +**  
**Periodic maintenance every 5000 km**  
(includes pick-up/drop-off/servicing at your doorstep, labour, consumables)  
**24x7 Roadside assistance in case of emergencies**  
**Other service assistance at your doorstep**

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**Ather One 360**  
₹ 2100 / quarter

**Ather One Service +**  
**Unlimited fast charging at Ather Grid**  
**Reimbursement of electricity cost for home charging** (quarterly)

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Prices are exclusive of 18% GST and effective from 01-July-2020.

Only quarterly plans are available for purchase from 1st July, 2020 to 30th September, 2020

[Pay-as-you go prices for servicing & maintenance.](#)

**Price of fast charging at Ather Grid is Rs.25 per session.**

(The duration of a session is 30 minutes.

Ather Grid charging is complimentary until 30th September, 2020)



## ATHER ONE SUBSCRIPTION PLANS & SERVICES

### **Would it be possible to switch across Ather One plans after a few months?**

Upgrade\* to another plan is possible even in the middle of a billing cycle but downgrade\*\* to another plan is only possible at the end of a billing cycle. We are offering the option to upgrade for those who've purchased a quarterly billing cycle, and pausing this option for annual billing cycle cases until 30th September 2020.

A customer can upgrade in the middle of a billing cycle by paying the difference between the price of the new plan and that of the current plan over the remaining period (prorated daily).

For example, let's say you purchased the Service plan on 01-Jul-2020 and decided to upgrade to the 360 plan on 1-Aug-2020, 31 days later. You can switch to the 360 plan by paying ₹(2100 minus 1500) x (61/92), i.e. ₹398 (excluding GST).

\*An upgrade means to move from a lower value plan to a higher value plan.

\*\*A downgrade means to move from a higher value plan to a lower value plan.

### **Is there any additional cost to upgrade to a different plan?**

If you are upgrading to the Service plan or the 360 plan (which include service-related offerings) from Connect or Charge plans of Ather One, you may be charged a one-time nominal servicing fee for vehicle inspection, when you've requested the upgrade.

### **Why is the Connect plan a default offering in all the plans?**

Data and the internet are an integral part of the Ather 450 ownership experience. The Connect plan goes beyond the features that are part of the offering. Some aspects of the vehicle servicing experience such as remote predictive diagnostics (for pre-emptive maintenance) and vehicle health management, and some aspects of the charging experience such as authenticated power transfer, reimbursement of home charging costs, locating or getting notified about available Ather Grid points, all are enabled by data & the internet. The Service, Charge, 360 plans of Ather One won't be complete without the Connect plan.

### **What happens if one doesn't subscribe to any of the Ather One plans?**

The services mentioned in the plan would be available at [pay-as-you-go prices](#), and features that are part of the Connect plan (as mentioned above in the table) won't be accessible. Software updates carrying critical enhancements and fixes will be made available.

### **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.



## ATHER ONE SUBSCRIPTION PLANS & SERVICES

### **Why has the Charge plan been listed but not made available for purchase?**

Besides including features of the Connect plan, the Charge plan unlocks access to unlimited fast charging at Ather Grid. Since this access is currently free anyway for all Ather owners, the Charge plan is not being made available for purchase.

### **Why is there no monthly billing cycle?**

The quarterly or annual billing cycle is in place to minimize the number of times a customer has to worry about paying for charging or maintenance in a year. Additionally, offerings such as periodic maintenance, which are usually availed over the longer term, make the case for an quarterly or annual billing cycle as it won't make much sense for a customer to pay for subscription during certain months in which their vehicle is not serviced.



## ATHER ONE SUBSCRIPTION PLANS & SERVICES

### CHARGING

**According to Ather One 360, 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 to your bank account every quarter, during the month following the assessment quarter. Please note that the tariff considered for reimbursement is subject to change.

Here's how you can set the bank account details to which you want the money credited.

Login to <https://app.atherenergy.com> using your registered email ID > Go to 'My Account' on the top right of the dashboard > Click on 'Bank Details' > Add account



## ATHER ONE SUBSCRIPTION PLANS & SERVICES

### SERVICING & MAINTENANCE

#### **What is the schedule for periodic servicing as a part of the Service / 360 plans?**

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).

#### **What are the consumables that will be covered under Service / 360 plans of Ather One?**

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?**

Here's where Ather One comes into play. If you have subscribed to the 360 or Service plan, 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.

#### **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.

#### **What happens if I take my vehicle outside the city during the period that I have subscribed to Ather One?**

Simply put, it's a risk. Our services are currently not available beyond the serviceable area of Bengaluru and Chennai. 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 if you have subscribed to any of our Ather One plans.

