B2B Support Channel

Portal guide

NIU Support channel

Send an email to technical@niu.com or
use the NIU Portal to create new tickets.

WHAT DO WE NEED?

- Scooter SN and VIN number
- Detailed description of the issue
- Unbind scooter: copy of proof of purchase
- Relevant documents: APP screenshots, H1 photo, video, ...

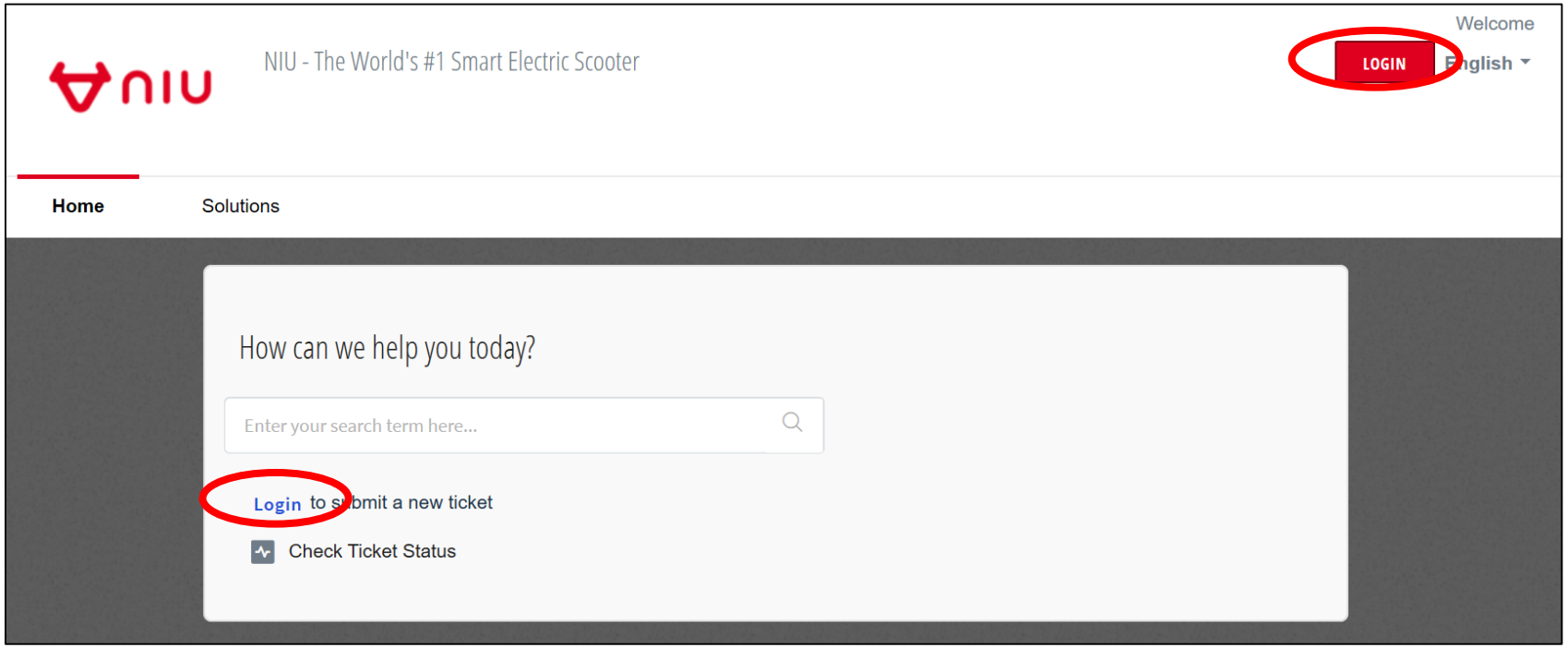
NIU Portal - https://niumobility.freshdesk.com

- Login with your account
- Create new tickets
- Consult all your tickets
- Reply to tickets

Login with your account

Go to the NIU Portal and easily login to get access to your profile.

https://niumobility.freshdesk.com



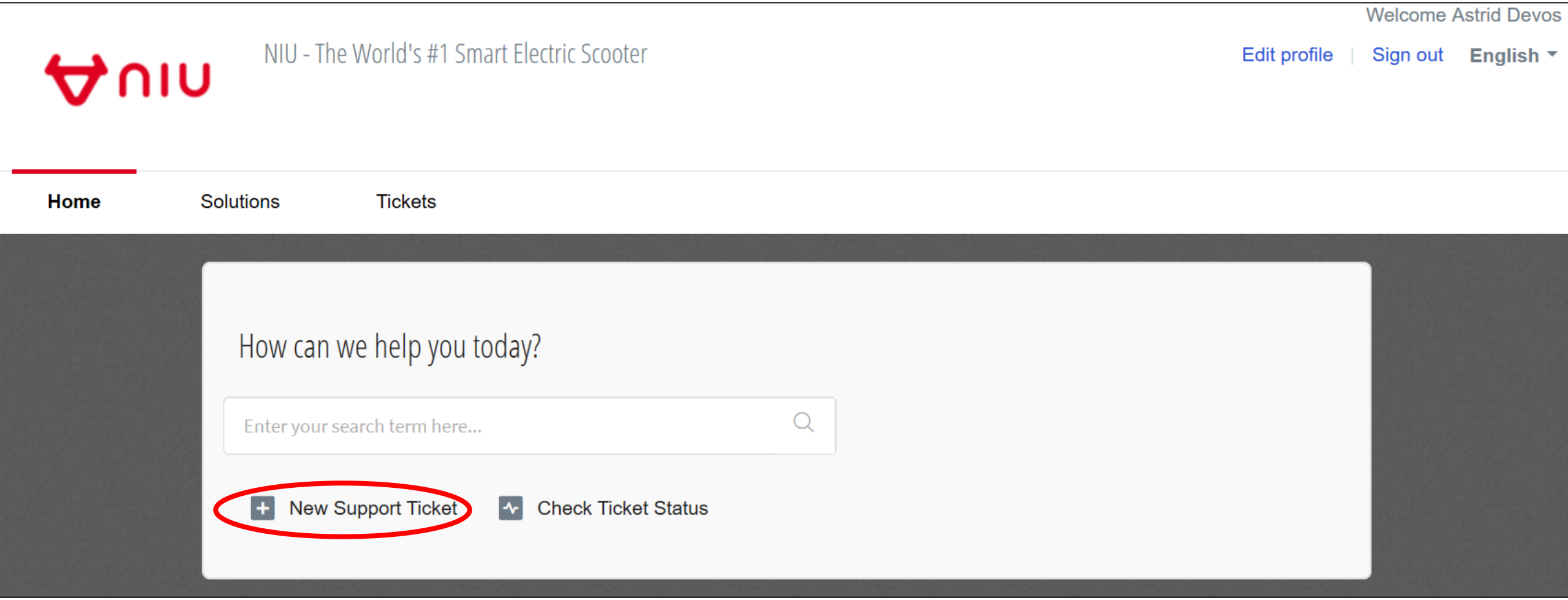
Don't have an account yet?

Send an email to technical@niu.com to get access.

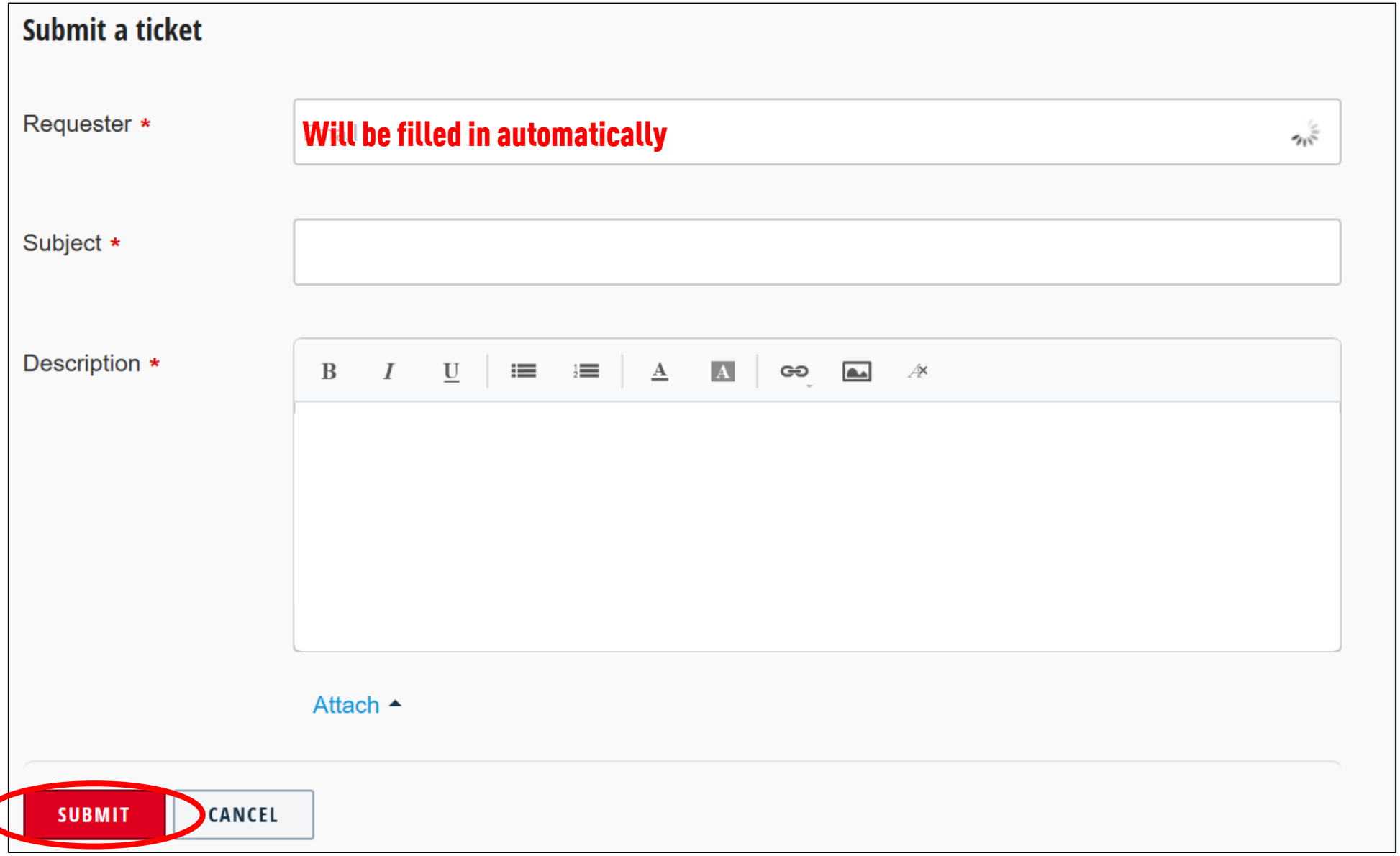
Mention your name, email and distributor company.

You will receive an activation email where you can select a password.

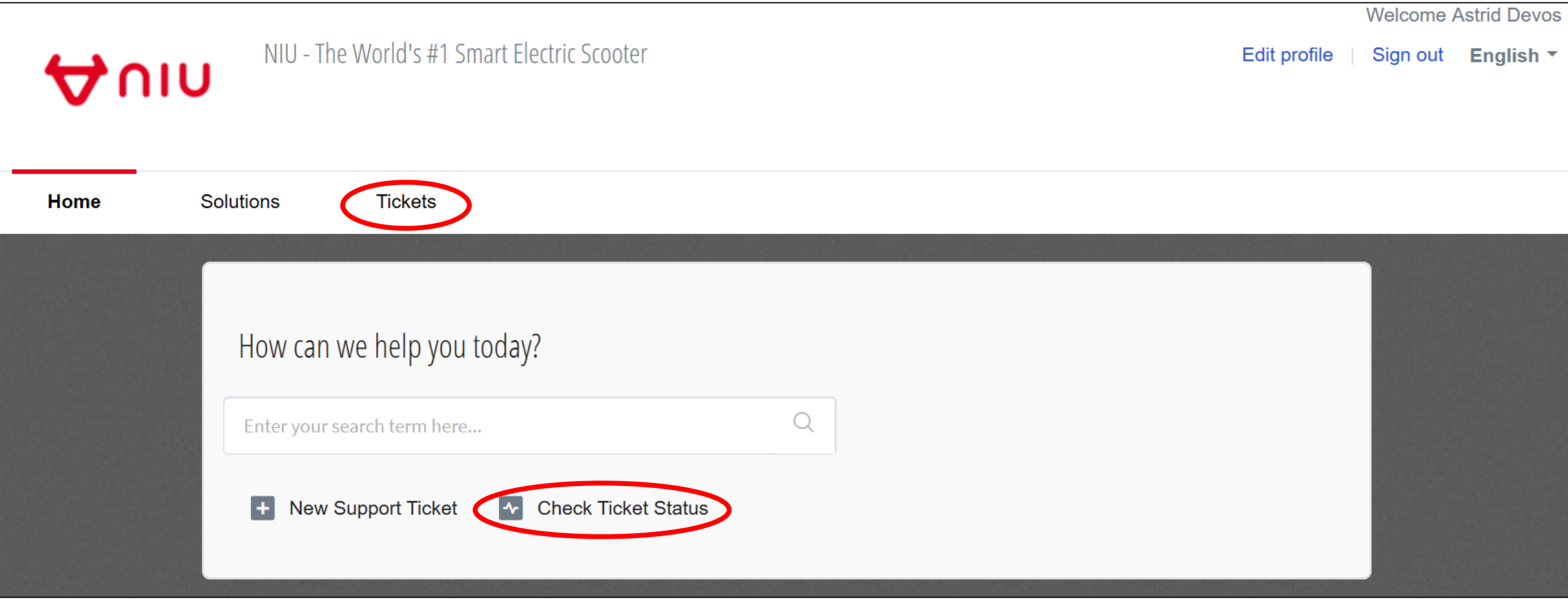
Create new tickets



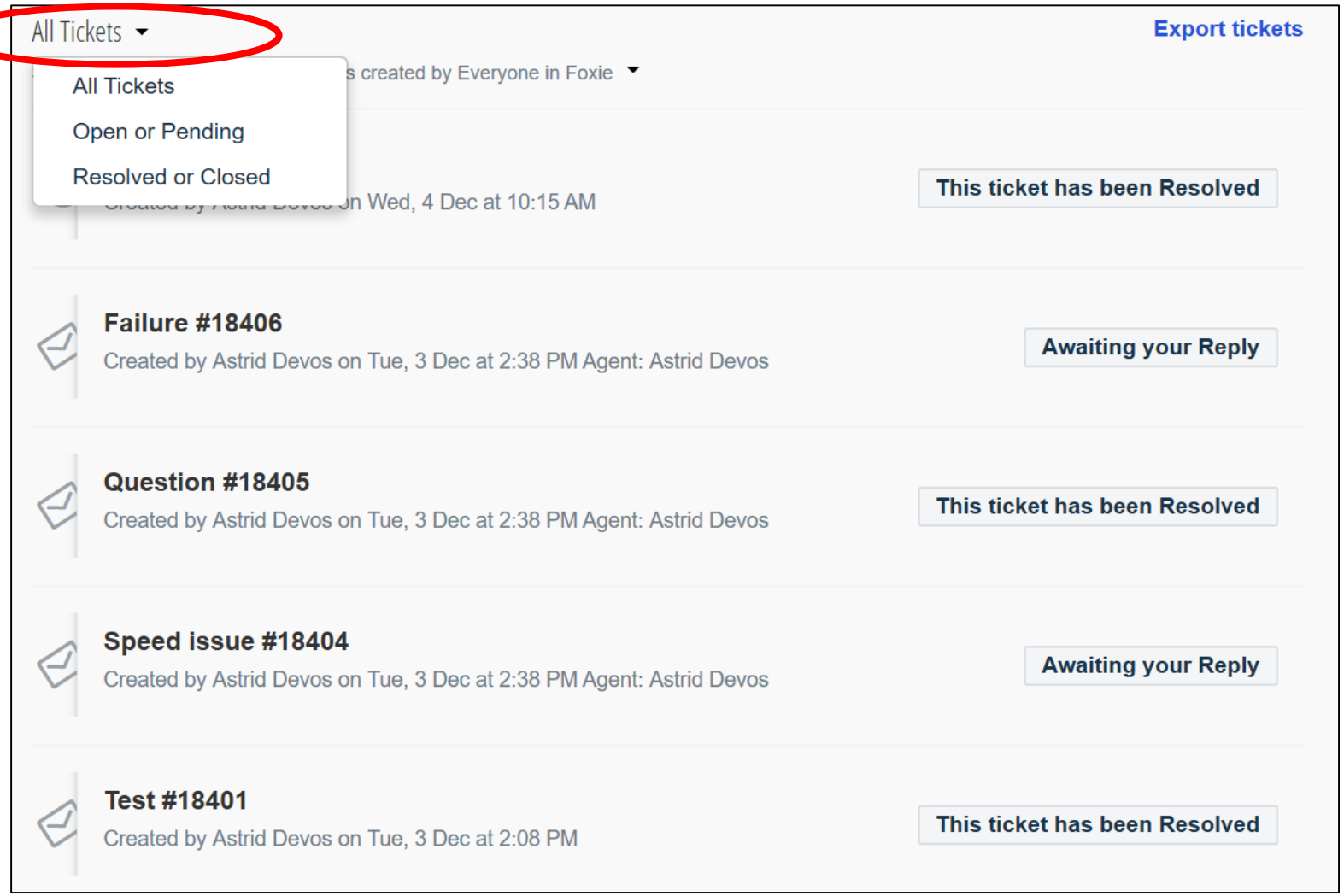
Create new tickets



Consult all your tickets



Consult all your tickets

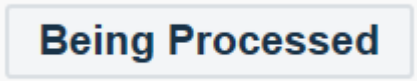


Use the filter to see all tickets, open or pending tickets or resolved or closed tickets.

Consult all your tickets

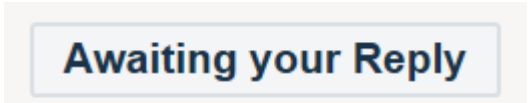
The different status options are:

OPEN



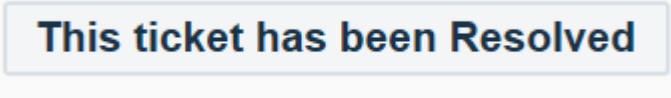
Your ticket needs to be answered by NIU.

PENDING



NIU is either processing this ticket or is awaiting your reply.

RESOLVED

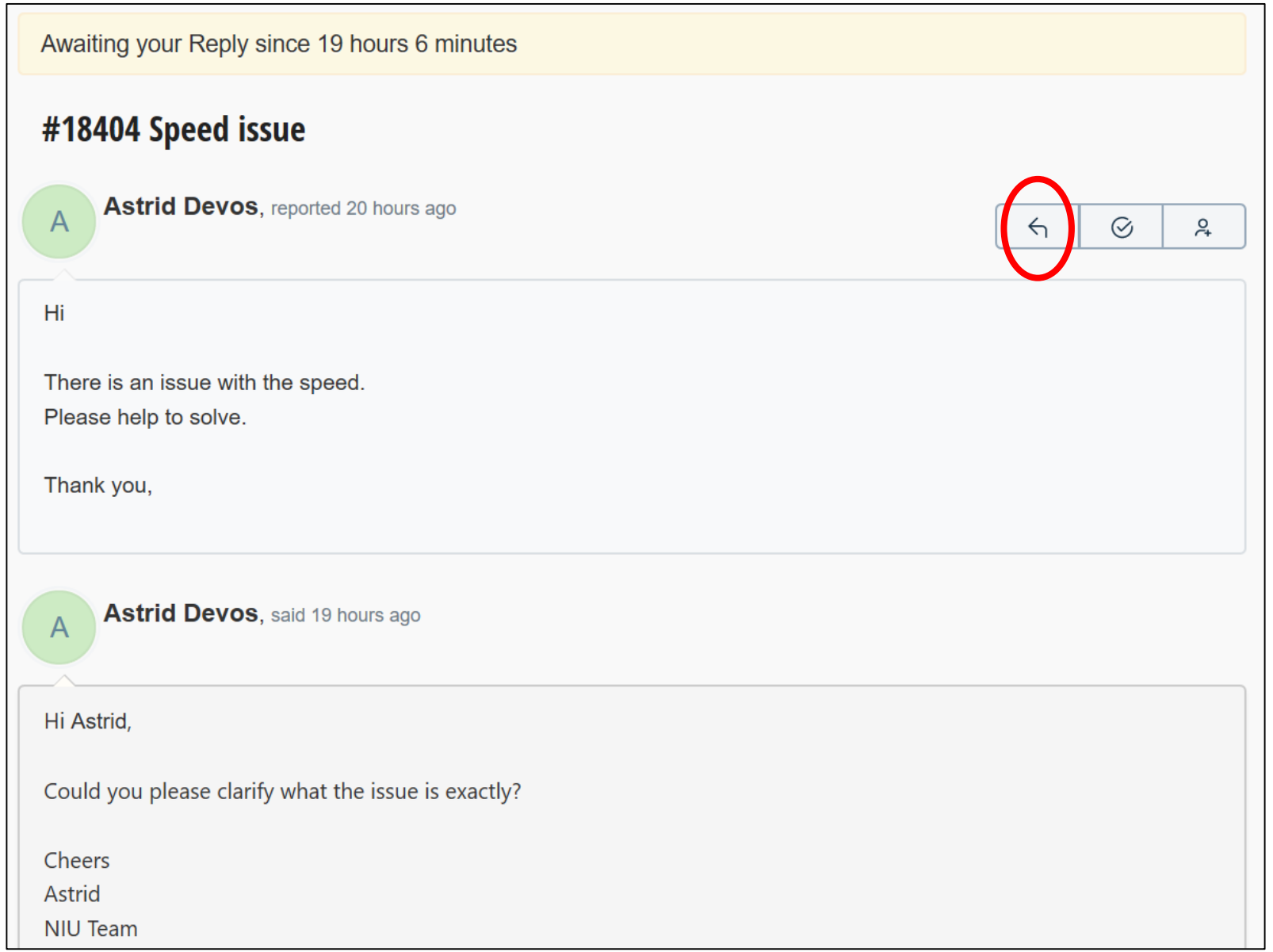


Your questions have been answered and solved.

Unless the ticket is closed, the status of a ticket can always be changed again.

(A ticket is never set to 'Closed' by NIU)

Reply to tickets




niu