B2B Technical Support Channel

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This guide is for **NIU Dealers** only!

This contact information <u>cannot</u> be shared with or used by <u>NIU end users</u>!

I AM A <u>NIU DEALER</u> AND NEED TECHNICAL SUPPORT

TOPICS:
Scooter issues
Warranty claims
Order enquiries

Check **<u>NIU Academy</u>**.
Did you find an answer to your question?

NO

YES

Contact your **<u>distributor technical agent</u>**.
Were they able to help you?

Great!
The product **courses** include both sales as well as technical information. And the '**Download**' section has any documents you need.

NO

YES

Contact the **<u>NIU Technical Support Team*</u>**.

Great!

I AM A <u>NIU DEALER</u> AND NEED TECHNICAL SUPPORT

TOPICS:
APP Issues
ECU Replacement issues

Contact the **<u>NIU Technical Support Team*</u>**.

APP Issues

Provide the following information:
- Scooter SN and/or VIN number
- Detailed description of the issue
- App screenshot(s)
- Unbind scooter: copy of proof of purchase

ECU Replacement issues

Provide the following information:
- Scooter SN and/or VIN number
- Detailed description of the issue
- Picture of the ECU QR code

Other

Provide as much details and information as possible.
- Scooter SN and/or VIN number
- Relevant documents: screenshots, H1 photo or log, video, …

NIU Technical Support Team

Contact the NIU Technical Support Team via:

o technical@niu.com
The dedicated technical support email address to be used by NIU Dealers and distributors only. *This email is not to be used by NIU End users!*

o The NIU Portal
The online portal where you can log in to consult all your requests and their status. Login details can be requested to gain access.
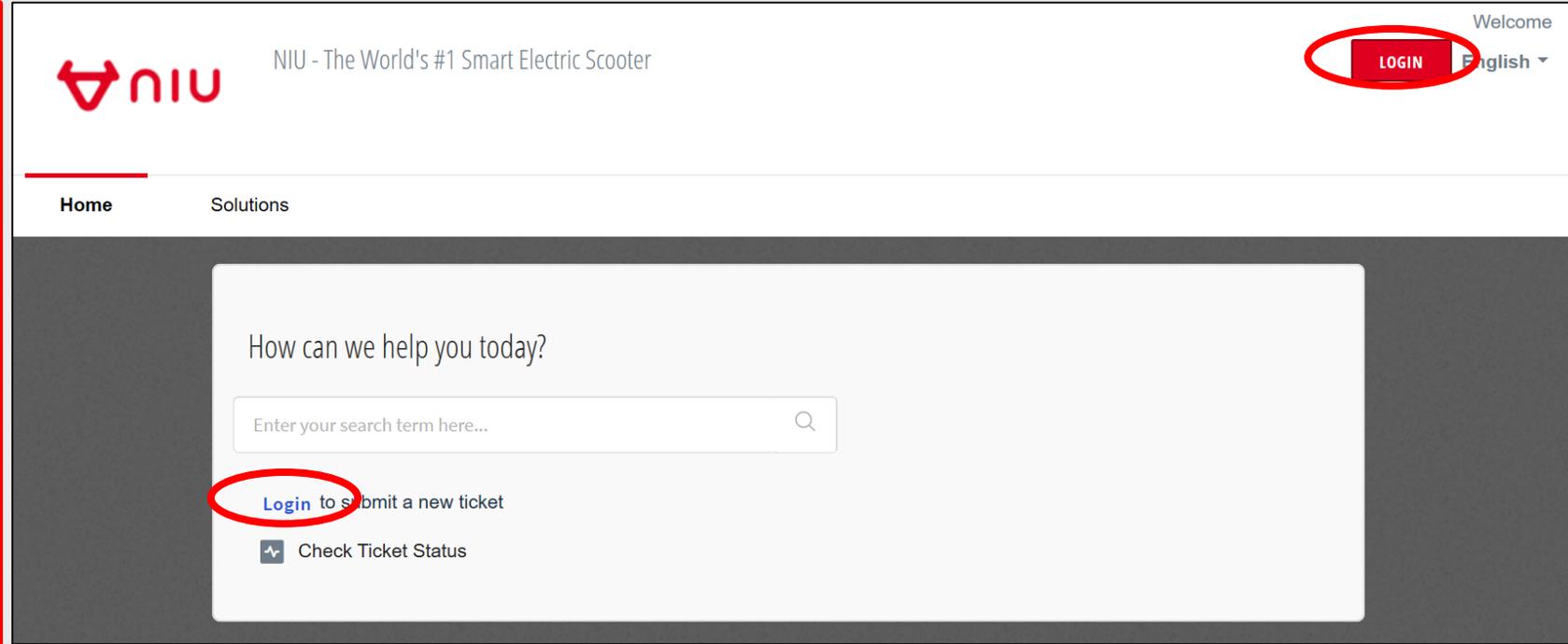*The NIU Portal is not to be used by NIU End users!*

NIU PORTAL

Log in with your account

Go to the **NIU Portal** and easily log in to get access to your profile.

https://niumobility.freshdesk.com

Every **email** sent from the **NIU Portal** or sent to technical@niu.com is automatically turned into a **ticket**.

Don't have an account yet?

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

Mention your name, email and distributor company.

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

NIU PORTAL

Create new tickets

NIU - The World's #1 Smart Electric Scooter

Home   Solutions   Tickets

How can we help you today?

Enter your search term here...   🔍

➕ New Support Ticket   Check Ticket Status

Submit a ticket

Requester *   **Will be filled in automatically**

Subject *

Description *   B I U ≡ ≡   A A   GƆ 🖼 ✗

Attach ▲

SUBMIT   CANCEL

NIU PORTAL

Consult and handle all your tickets

Welcome Astrid Devos

Edit profile | Sign out | English ▾

NIU NIU - The World's #1 Smart Electric Scooter

Home   Solutions   **Tickets**

How can we help you today?

Enter your search term here...

New Support Ticket   Check Ticket Status

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

All Tickets ▾   **Export tickets**

All Tickets
Open or Pending
Resolved or Closed

...s created by Everyone in Foxie ▾

Created by Astrid Devos on Wed, 4 Dec at 10:15 AM   This ticket has been Resolved

STATUS OPTIONS

BEING PROCESSED
The NIU Technical Support Team is handling your request and will reply you as soon as possible.

AWAITING YOUR REPLY
The NIU Technical Support Team replied your email and is waiting for your feedback.

RESOLVED
Your request has been solved.

Failure #18406
Created by Astrid Devos on Tue, 3 Dec at 2:38 PM Agent: Astrid Devos   Awaiting your Reply

Question #18405
Created by Astrid Devos on Tue, 3 Dec at 2:38 PM Agent: Astrid Devos   This ticket has been Resolved

Speed issue #18404
Created by Astrid Devos on Tue, 3 Dec at 2:38 PM Agent: Astrid Devos   Awaiting your Reply

Test #18401
Created by Astrid Devos on Tue, 3 Dec at 2:08 PM   This ticket has been Resolved

All Tickets ▾

Export tickets

All Tickets
Open or Pending
Resolved or Closed

This ticket has been Resolved

Created by Astrid Devos on Wed, 4 Dec at 10:15 AM

Failure #18406

Awaiting your Reply

Created by Astrid Devos on Tue, 3 Dec at 2:38 PM Agent: Astrid Devos

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Awaiting your Reply since 19 hours 6 minutes

#18404 Speed issue

A **Astrid Devos**, reported 20 hours ago

Hi

There is an issue with the speed.
Please help to solve.

Thank you,

A **Astrid Devos**, said 19 hours ago

Hi Astrid,

Could you please clarify what the issue is exactly?

Cheers
Astrid
NIU Team

Reply a ticket by opening it.

Any ticket can be replied to at any time even if the status is 'Resolved'.

When you reply to a ticket, the status will automatically change to 'Being processed'.