



FACTS & QUESTIONS

MECHANICAL

Q: WHAT IS THE STEEPEST GRADE A CART CAN DRIVE SLOPED, IN A 6-PASSENGER CART?

Generally, we don't recommend down anything more than 25% grade.

Q: DOES VENOM EV PROVIDE BOTH 110/220 VAC ADAPTERS AT PURCHASE TIME?

Venom EV provides a 110 outlet plug, utilizing our onboard charging system. 110 outlets can be found in most places- your house, garage, etc... best part is - there is no need to hire a contractor to install anything.

Q: WHAT IS THE BEST WAY TO CARE FOR THE LITHIUM BATTERY DURING THE SUMMER/ WINTER SEASONS WHILE STORED IN THE GARAGE?

Although Venom EV carts require very little maintenance, the small things you do now will prolong the life of your LSV.

Q: IS THERE ANY MAINTENANCE REQUIRED FOR MY NEW VENOM EV CART?

We recommend this small checklist to ensure a SMOOTH SLIDE!

1. Charge your battery! It's recommended never let your battery drain to zero. We like to follow the 20/100 rule. Minimize the amount of time the battery spends at either 100% or lower than a 20% charge. Both extremely high and low "states of charge" stress batteries.
2. Check tire pressure regularly (24 PSI for Lifted & 30 PSI for Non-Lifted carts)
3. Test all lights before operating (headlights, taillights, turn signals and low beams)
4. Batteries can be recharged at any stage; the battery does not need to be empty or low before you recharge it, and while lithium-ion batteries can be over-discharged, it is best to let the battery run to 20% at least once a month before you recharge it.

Q: DO I NEED TO "BREAK IN" MY BATTERY?

It's never a bad idea. Although each LSV is charged before purchase, we suggest running the battery to 20% and then fully charging it after purchase.

WWW.VENOM-EV.COM



GENERAL

Q: CAN YOU ORDER DIRECTLY FROM THE MANUFACTURER?

No, all sales must go through an Authorized Venom EV Dealership.

Q: IS THERE A COMPLETE MAINTENANCE MENU AVAILABLE FOR DOWNLOAD?

Yes! Check out Venom EV user guide on www.venom-ev.com

Q: WHO DO I CALL FOR CART SUPPORT QUESTIONS?

Please contact your authorized Venom EV dealer for all customer support questions.

Q: DOES MY NEW VENOM EV COME WITH A TITLE AND A VIN?

Each Venom EV vehicle is recognized by the Federal Department of Transportation in most states to be street legal. But, please contact your authorized dealer to request the documents required to obtain your title and understand the rules in your respective area.

Q: DOES MY NEW VENOM EV HAVE A WARRANTY?

Yes! We offer a 3-year limited warranty on our carts, a 5-year warranty on our batteries, and a 1-year limited warranty on all electronic. Carts must be purchased from an Authorized VENOM EV dealer for a valid warranty. A comprehensive view of Venom EV's warranties and policies can be found on www.venom-ev.com/privacy-policy.

Q: WHAT COULD VOID MY WARRANTY?

Things like tampering with the factory wire harness, modifying the controller settings, modifying accessory electronics, and having a non-approved service provider work on your cart. Check with your dealer if unsure.

Q: IS MY WINDSHIELD COVERED UNDER MY WARRANTY?

No. For more details of the warranties that we offer, please visit www.venom-ev.com/privacy-policy.

Q: WILL VENOM EV PAY TO DELIVER YOUR CART TO YOUR AUTHORIZED VENOM EV DEALER FOR WARRANTY REPAIRS?

No. All delivery agreements will be between the consumer and the Authorized Venom EV Dealer.

Q: DO ALL VENOM EV HAVE THE SAME KEY?

No! Each Venom EV comes with 2 unique keys for the specific vehicle made.

Q: WHAT IS THE LITHIUM DIFFERENCE?

The longevity in the battery life and number of cycles the battery can handle are the biggest difference to your typical Lead-acid Battery. Plus, lithium Batteries require little to no maintenance. You will be free to SLIDE all day long!



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