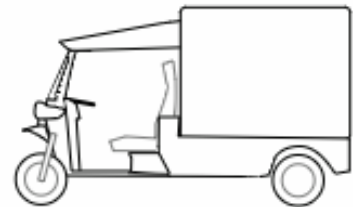




**XN7CP**  
Platform Cargo



**XN7TP**  
Platform Limo



## **eTuk Limo GT & Cargo GT User manual and maintenance guide**

---

Vehicle Identification Number (VIN) starts with XN7TP or XN7CP  
Version number: TP01 Rev05  
Version release date: January 2025

## Congratulations on purchasing your new e-Tuk!

**You probably cannot wait to start driving!**

**However, please read this manual carefully before you get started.**

**This will enable you to be informed about how to fully take advantage of the capabilities of the vehicle.**

**Reading and understanding this manual is essential for both your own safety and the safety of your passengers. It also provides useful information for troubleshooting any errors that the vehicle may have.**

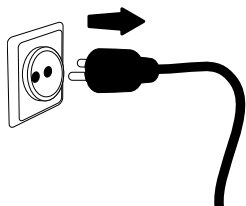
**If you take good care of your vehicle, it will always be in the utmost condition. Keep track of your maintenance in this booklet and follow the maintenance schedule. Failure to maintain the vehicle according to this schedule could result in exclusion from warranty.**

**Please check our website [www.etukfactory.com](http://www.etukfactory.com) for an electronic copy of the latest version of this manual.**

*Thank you and enjoy your e-Tuk!  
The E-Tuk Factory team*

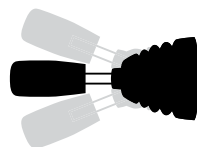


**eTuk Limo GT & Vendo GT** - Vehicles marked with VIN-number starting with **XN7TP\*** and **XN7CP\*** | **3**



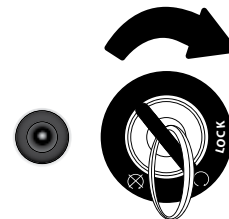
## 1. Unplug

Before driving off, make sure the vehicle is not being charged. The e-Tuk should not be able to drive while you are charging. Place the charging cable securely under the rear seats.



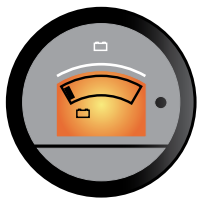
## 2. Direction switch

Put the direction switch in neutral N, and make sure the throttle is not engaged.



## 3. Key

Turn the key clockwise.



#### 4. Display turns on

The display (BDI) will switch on. Check the state of charge and Ub or system voltage.

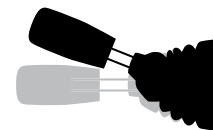
NB For new vehicles the BDI could take up to 24h on the first charge to show an accurate condition.



#### 5. Parking brake

Make sure the parking brake is released.

Put your left foot on the park brake pedal - press slightly and pull the Park brake release button



#### 6. Put in D or R

Put the direction switch in D to drive forwards and R to drive backwards.

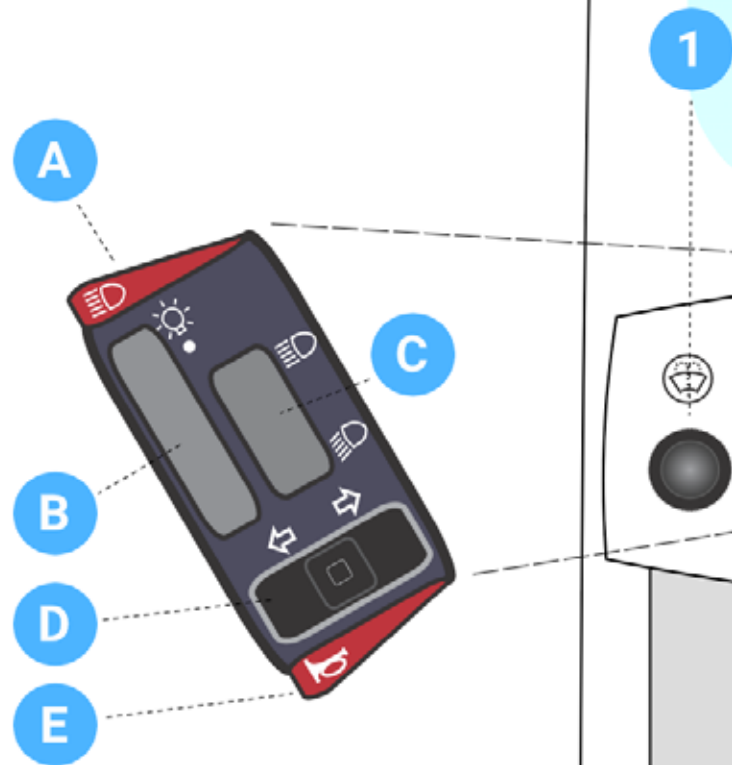
Do not forget to put on your seatbelt before you start driving.

Gently twist the throttle and enjoy your ride!

## Dashboard and handlebar

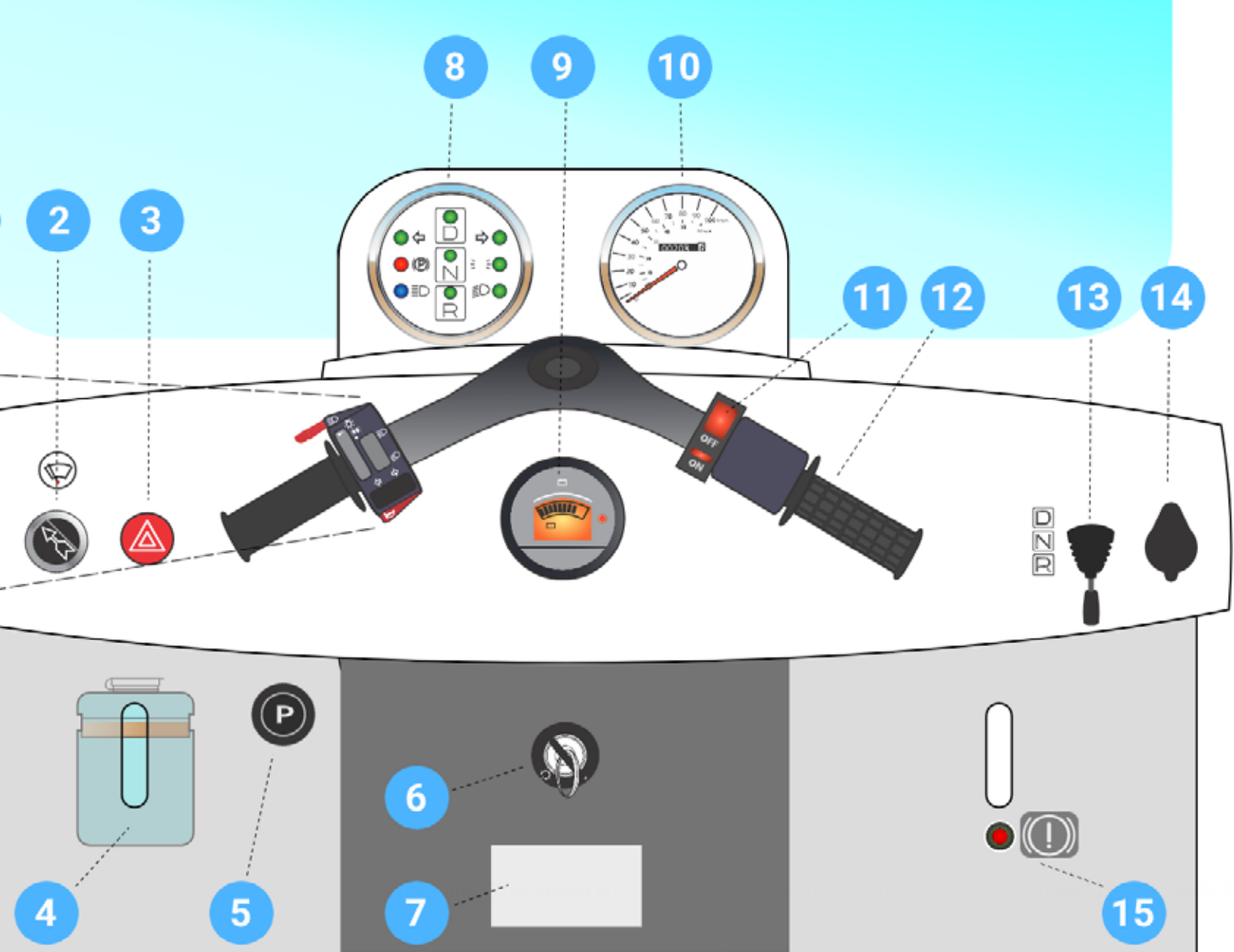
- 1 - Windscreen washer
- 2 - Windscreen wiper
- 3 - Hazard lights
- 4 - Windscreen washer tank (with peeking hole)
- 5 - Park brake release button\*\*
- 6 - Key switch (and steer lock)
- 7 - Manufacturer's VIN plate
- 8 - Tell tales display
- 9 - Battery indicator (BDI)
- 10 - Speedo- & Odometer
- 11 - Emergency kill switch\*
- 12 - Throttle
- 13 - Drive/Neutral/Reverse switch
- 14 - 12V outlet
- 15 - Brake fluid LED (with peeking hole)

- A - Main beam flasher
- B - Headlights power supply
- C - Main beam & passing beam
- D - Turn signal
- E - Horn



\*Please turn off when storing vehicle

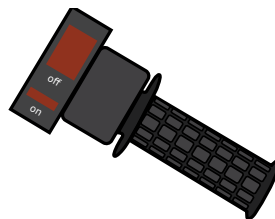
\*\*Push park brake pedal lightly to release





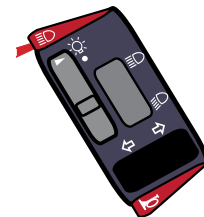
## Brake Pedal

By pressing the brake pedal with your right foot you will engage the friction brakes. Slowing down and stopping your vehicle can also be done by braking with the motor alone. You can slow down without even using the brake pedal. This process also recharges the battery and therefore extends the driving range.



## Throttle

Turn the throttle to accelerate. By releasing it the vehicle will automatically use the motor to slow down and stop. The easier you are on the throttle and brakes, the further one single battery charge will take you.



## Handlebar Switch

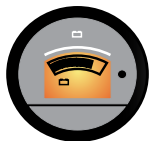
Familiarize yourself with the controls on the handlebar switch before you start driving.

## Headlamps

For safety reasons, the position lights will always switch on. You'll notice that the center headlight cannot be switched on. EU-regulation states that you are not allowed to drive on public roads with three headlights.







## BDI

This is the Battery Display Indicator (BDI). It shows you the battery level and up to date driving information.

Lithium battery vehicles show the calculated SOC (State of Charge) from the battery electronics.

The BDI also display any live notification. To interpret the live notification please refer to the troubleshooting section on page 28.

The display button can be used to scroll through these manually:

- Ub     The amount of volts drawn from the battery
- r       RPM (rotations per minute) of the motor
- A       Total number of amperes drawn from the battery
- UCL    Controller software version
- Bat     Battery percentage

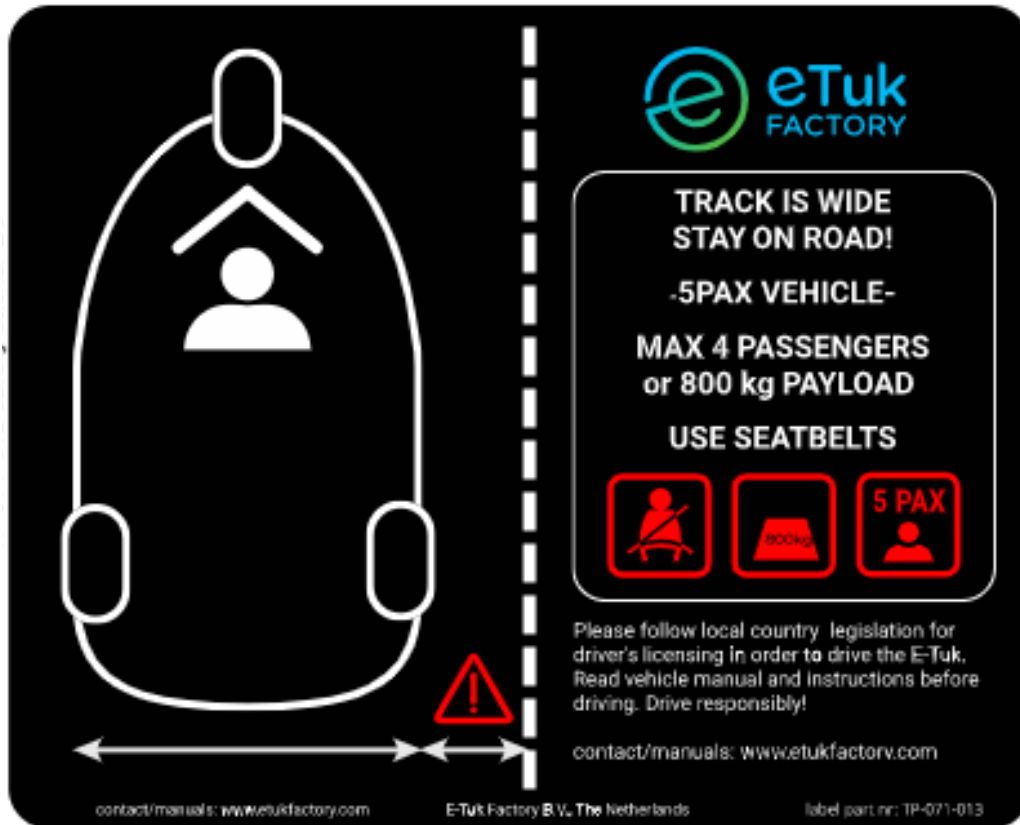
The BDI also displays present errors. To know what these error codes mean, please refer to the troubleshoot section on page 30

## Maximum load

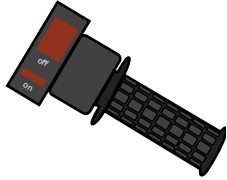
Please do not exceed the indicated load capacity of the e-Tuk.

Doing so may cause damage to the vehicle and could be dangerous to you, your fellow passengers and other road users.

**You can find max payload on the manufacturer's VIN plate in the vehicle, or in the license registration.**

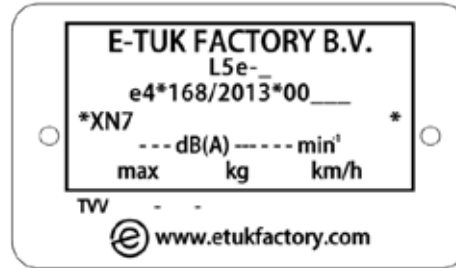


Please be aware that your e-Tuk's driving behavior and range change when driving with more passengers or higher loads.



## Emergency switch

Please note the red emergency switch connected to the throttle (on the right hand side of the handlebars). Pressing the off button will disable the battery and motor. This will make the e-Tuk shut down immediately. Keep in mind that you will lose motor braking power and the vehicle can be stopped with the pedal brake only.

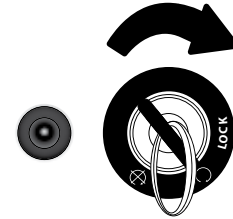


## VIN Plate

The Vehicle Identification Number Plate can be found above the brake pedal. This plate contains the e-Tuk's VIN number and other manufacturing information. The VIN number is the number between the asterixes, which start with XN7.

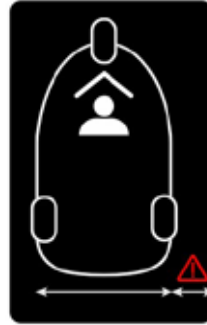
When contacting your service engineer, make sure you have the VIN number ready.

The VIN plate also shows the vehicle's maximum laden mass and speed.



## Key switch

Your e-Tuk is equipped with a steering column lock. To engage the lock, turn the handlebars all the way to the right, then turn the key all the way to the left (counterclockwise). Now remove the key and the handlebars are locked into position.



## Safety Belt

It is a legal requirement that the driver and any passengers use the safety belts as provided on the e-Tuk.

The e-Tuks seats and safety belts are not approved for the use of child seats.

## Vehicle width

For new driver it is important to get familiar with the track and width of the vehicle. Remember that the drivers position is centered and you would need to keep both rear wheels on the road.

## Emergency brake

In case of emergency situation the red emergency switch button will bring the vehicle to a direct stop and disconnect high voltage motor circuit.

Only use this in emergencies with caution to possible traffic behind the vehicle.

## Driving

Check vehicle's condition before driving. It is important to maintain full concentration on the road. Do not use a mobile phone or other distractions while driving.



## Temperatures

Weather conditions may affect the performance and range. High temperatures (**35+ °C**) combined with high payloads and hilly terrain may cause the motor and motor controller to get very hot. The display will show an error notification when these parts are overheated. Drive calmly at a steady pace and give the motor and motor controller time to cool down.

With lithium battery vehicles cold weather can reduce the range. Your vehicle will drive normally but keep in mind that the range will be smaller than normal on a single charge.

It is recommended that you park your vehicle inside, preferably in a warm environment.



## Driving on Slopes

Driving uphill drains more energy from the batteries and requires more power from the motor. Driving in hilly areas will reduce the vehicle's range. The maximum slope your vehicle can drive has an inclination of 20%.

*When the vehicle is stationary on a hill, do not use the throttle to prevent the vehicle from rolling down the hill as this will cause the controller or battery to overheat. Instead always use the brake pedal or parking brake.*

When driving from stand still on a hill, apply throttle and release the foot brake. Your vehicle may roll back slightly before taking off.

# Ways to extend your range

## eTuk Factory Takes You Further.

For battery vehicles the range can be extended by taking breaks in driving. This allows the batteries to settle and recover some energy.

A battery can release more energy when it is discharged slowly over a longer period, like a slow driving vehicle.

## Charge everywhere

Batteries should be charged after every use, or during break time during use to extend driving range.

Driving to a place with electricity?

Charge on the spot!

## Tires

Properly inflated tires reduce friction. The recommended tire pressure is 3bar / 40psi. Check your e-Tuk's tire pressure at least every month.

## Speedometer

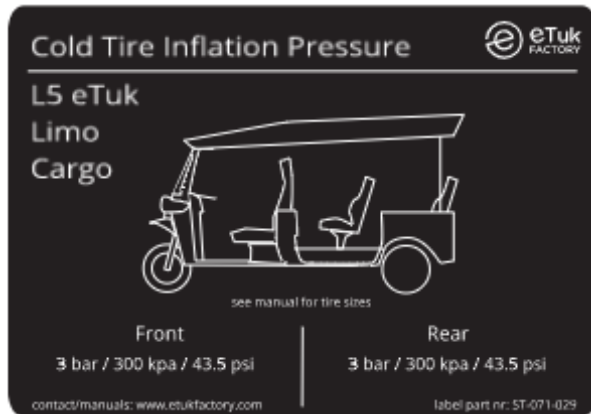
Lower your maximum speed and acceleration, the batteries will last longer if you take it easy on the throttle.

## Weight

More weight means more power from the batteries. For maximum range leave unnecessary belongings at home.

## Traffic Light

By anticipating traffic you can make the ride more comfortable. If you release the throttle you will slow down using motor braking. The vehicle regains energy and your brakes will last longer.



# Lithium Battery Information

## Battery Specifications

The eTuk lithium battery is a battery pack which contains 48 prismatic LFP lithium cell, arranged in a series of 24 with 2 cells parallel. The pack voltage is between 68-86V (0-100%). The battery pack is maintenance free and must be opened by trained and certified mechanics only. Always contact E-Tuk Factory before opening the battery.

## Storage

A lithium battery will self-discharge over time, even when the vehicle is switched off. Make sure to charge a battery before long term storage.

- Store a battery at a charge of at minimum 40%.
- Recharge every month to prevent full self discharge.
- A fully charged lithium battery will self discharge within 6 months. 40% charged battery will self discharge in 2.5 months.
- An empty lithium battery will self-discharge beyond repair within 2 weeks.

## Display Information

The lithium battery has a Battery Management System (BMS) which monitors and manages the battery safety. If any error occurs, the BMS sends service messages to the controller. These service messages will be displayed on the BDI. For common messages see BDI error messages on page 30 and 31.

## Charging

- Batteries should be charged after every use to ensure they are never stored in a discharged condition.
  - If batteries are stored for extended periods of time it is recommend to charge monthly.
- To prevent damage to the battery never store the battery with a SOC below 30%.
- Lithium batteries DO NOT have a memory effect (they do not need to be fully discharged prior to charging).



## Standard Charging Sequence



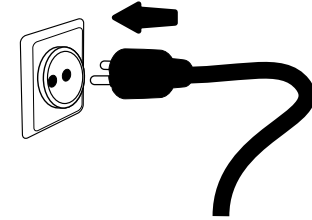
### Turn Off

Switch off the vehicle!  
Turn the key to off  
position on key lock.



### Parking Brake

Apply the parking brake  
to make sure your  
vehicle does not roll  
away.



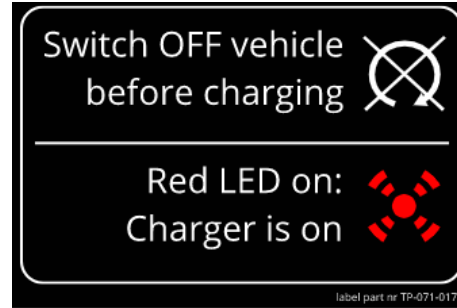
### Plug in

Charging cable plug in

The electrical socket that is needed to charge your e-Tuk can be found underneath the driver seat on the right hand side. The charger socket must be connected to 230V AC mains.

Use a cable with a minimum cross section of 2.5 mm<sup>2</sup>.

If you use an extension cord, make sure it's fully unwound. Rolled up cords can get very hot and can cause fire!



## Time To Charge

The lithium charger charges the battery at around 15 to 35 ampere depending on local conditions and your e-Tuk specifications. This means that 0-100% charging time is about 8-12 hours.

It is recommend to charge the battery over 24 hours once a week. This will allow balancing of the battery cells.

Charging your e-Tuk requires high current. Make sure each charging vehicle has its own power 'group' with appropriate fusing. Only connect ONE charger to a single 15A circuit or the circuit may become overloaded.

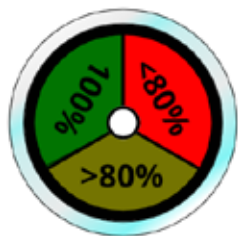
## Lithium Charge Indication (version A)

The vehicle will light up a red LED next to the charging socket when charger is connected, but not whether the charger is actually charging the battery.

When the charging current is provided the charger will use a cooling fan.

Be sure to switch the vehicle off **BEFORE** plugging in the charger.

The charger stop charging when the battery is full. To see if the vehicle is charged you need to turn on the vehicle and read the BDI 'Bat' (battery percentage) value.



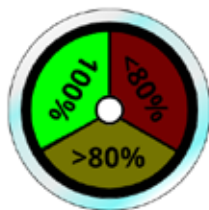
## Lithium Charge Indication (version B)

Light	Status
Red constant	Battery Charging
After Red constant -> Green constant	Charge and balancing completed



## Lithium Charge Indication (version C (2025))

Light	Status
Red Flashing at 1 second interval	Battery Charging
After Red Flashing -> Green constant	Charge completed; BMS will balance cells - keep charge cable plugged to keep balancing



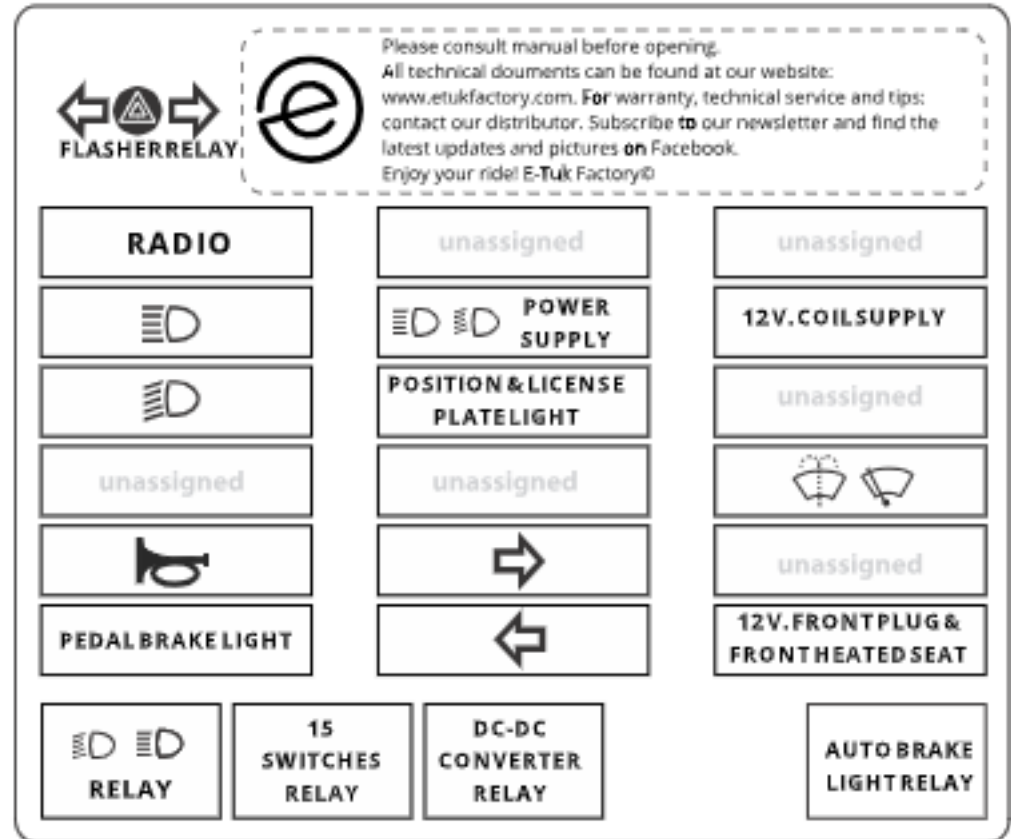
Green constant (no red light prior)	Charger disconnected, check cables
Flashing Red (1x), Green (3x)	Hardware failure

## The Fuse Box

The e-Tuk contains several fuses. All fuses for general vehicle electrics (like lights, horn, window wiper) are located in the fuse box underneath the driver's seat.


The fuse box is located to the right of the driver seat and can be accessed by removing the cover on the right side of the seat

The illustration shows the location and function of the fuses.




When you're replacing fuses, only use blade fuses with amp rating according to the table to the right.

In order to check if a fuse is broken, carefully remove it from the fuse box. If the metal wire between the 2 poles is broken, the fuse is blown.



Blown Fuse



Ok To Use!

10 A	15 A	Unassigned	
20 A	15 A	5 A	
20 A	10 A	Unassigned	
Unassigned	Unassigned	10 A	
5 A	5 A	Unassigned	
10 A	5 A	15 A	

## 12V Battery

The 12V battery is located to the left of driver the seat and can be accessed by removing the cover on the left side of the seat.

When the vehicle is turned on, the minimum voltage, measured directly at the battery terminals, should be at least 13.1V.

When the vehicle is turned off, the voltage should be at least 12V.

If the battery voltage is less than 10V, the battery needs to be replaced and a service mechanic should check the DC/DC converter.

## Tail Lights

The tail lights and rear direction indicator are highly durable LED lights. If they are not working, please make sure to check the connections and fuses first.

If the light is indeed broken, you need to replace the entire unit.



## Headlights

If one of your lights is not working, you will need to check fuses, bulbs, connectors and wiring. If a bulb needs to be replaced, remove the entire headlight assembly:

- Unscrew the two screws inside the dashboard that holds the headlight in place.
- Slide the black rubber protection cap back to reveal the white fitting
- Rotate the white fitting to remove it from the metal housing
- Press and turn the light bulb clockwise to remove the bulb from its fitting
- Install a new bulb, and install everything. Installation is reverse of the removal.



Use a **BA20D 12V  
35W bulb**

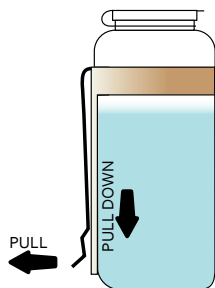


## Oil

Your e-Tuk uses different types of oil for different parts of the vehicle. Regularly check the ground underneath your vehicle for any traces of fluid that may have leaked. Report any leakage to your local service provider immediately.

Differential oil	<p>Check the state of your differential oil frequently and replace if necessary.</p> <p>Replace the oil every 12500km or every year as shown in the scheduled maintenance table.</p> <p>Use about 800ml of 80W90 (GL-5) oil to fill the differential</p>
Brake fluid	<p>There is a red LED tell-tale to indicate low brake fluid level. (see page 6 &amp; 7)</p> <p>Still, it is recommended to visually check the level and quality of brake fluid every year.</p> <p>Unscrew the body panel that covers the brake pedal. This gives you easy access to the two reservoirs that hold the brake fluid. Check if the fluid is clear and without any debris. Check for any visible leaks.</p> <p>Use DOT 4 type fluid.</p>
Front fork	<p>Visually check for leaks. Replace the front fork if leaks are detected or if the damping becomes less effective.</p>





## Washer reservoir

Your windscreen washer can easily be filled with washer fluid. Best way to do it is to slide it down out of its holder. This way the opening cap is easy to reach and you won't spill a drop.

## Rain Cover and Canopy

To keep your rain covers and canopy in good condition special maintenance is required:

Depending on use, apply silicone lubricant to the zippers to ensure consistent smooth operation.

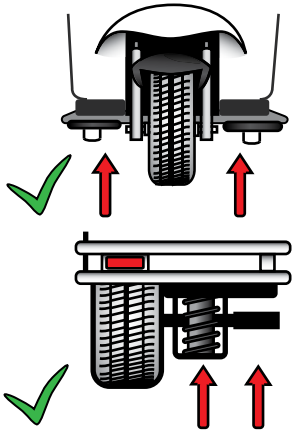
## Shine

Maintaining your E-Tuk's stainless steel surfaces.

A metal polish should be regularly applied to help clean and maintain your stainless steel surfaces. This will help prevent spotting, rust, and corrosion.

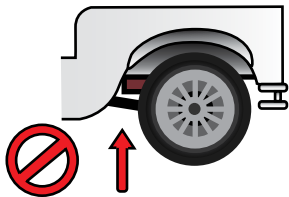
For chromed parts, clean and apply some linseed oil. The oil can help prevent rust on metal objects by coating them with an oily shield

If you do find rust on your stainless steel surfaces that the metal polish won't remove, use a rubbing compound to remove the rust spots. Then apply your normal metal polish to protect the area from further damage. The metal polish regime should be made more regular to prevent more rust from forming.



## Jacking

To prevent any damage, only place the jack at the allocated jacking positions.



Do NOT jack up the vehicle on the diagonal beam near the rear axle. This will damage the suspension.

## Changing Tires

To change a rear tire, first jack up your vehicle. Remove the 4 nuts that hold the wheel in place. Remove the wheel. Make sure you put the new wheel in place and secure the bolts while the vehicle is still jacked up.

Fully tighten the wheel nuts when the jack has been removed and the parking brake is applied. Fastening torque of the rear wheel nuts is 100Nm  
To change the front tire, jack up the vehicle. Remove both brake caliper with their brackets and loosen the bolt of the front axle to release the front wheel. Pay attention to the right assembly order of the several spacers and other parts. Reassembly is the reverse order of removal.

Fastening torque of the front wheel nuts is 100Nm.

Fastening torque of the front axle is 50Nm.

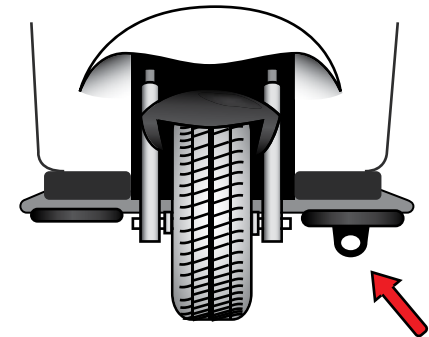
Fastening torque of the brake caliper bracket is 45Nm.

## Towing

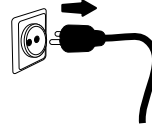
In case your vehicle needs to be towed, use the towing eye at the front of the vehicle.

Turn the vehicle on, but use the emergency kill switch (put it in the off position) and turn on the hazard lights button located left of the dashboard.

Make sure your hazard lights remain on whilst being towed.



## It's not working!



Check the charger. Whenever the charger is charging the e-Tuk will not drive.

ALWAYS disconnect the charger cable at the vehicle before switching on vehicle key switch.

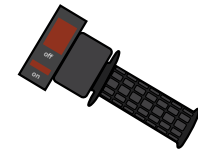
## Display Notification Codes

Familiarize yourself with the notification codes and write down codes to help E-Tuk Factory and authorised distributors and service mechanics on the vehicle troubleshooting,

Make sure the red emergency button on the handlebars is in the "ON" position.



Do a re-run of the starting sequence. Check if the direction switch is in N, and throttle at 0.



Check the 12V battery display for the battery level.

## It is still not working!

Check the battery display for errors, write them down and communicate them to your service engineer.

Most common errors are shown on page 28-32

	A	B	C	D	E	F	G	H	I	J
Lights, horn, display, wiper, washer do not work										
Display does not function										
Vehicle starts moving by itself										
Vehicle's rear axle makes a lot of noise										
Battery does not charge										
Motor stops while driving (bump)				X					X	X
Vehicle drives jolty at slow and fast speed							X			
Vehicle does not go up to high speed							X	X		
Vehicle turns on & clicks but drives only 2 meters										X
Vehicle turns on & clicks but does not drive					X	X				
Vehicle turns on, but no click and does not drive			X	X	X	X	X		X	
Vehicle does not start, no lights, no click	X	X								

Key contact not turned correctly  
 Key contact faulty connection  
 Foot (parking) brake still on  
 Emergency button still on  
 Charger still connected  
 Wrong start-up sequence  
 Battery voltage too low (error 47)  
 Controller too warm  
 Main contact

- Encoder fault (error 23)
- Encoder fault (error 22)
- Encoder fault
- Motor connector faulty
- Motor fault
- Motor connector faulty
- Motor stalled (error 73)
- Motor temperature too high
- Throttle cable fault (error 41,42)
- Display connector faulty
- Rear axle differential fault
- Rear brakes differential low on oil
- Front brake touching / locking
- Battery fault: molten poles
- Battery fault: low battery water
- Battery fault: broken water
- Charger fault: check manual
- Charger not connected correctly
- 12V/relais battery malfunction
- 35 pins connector faulty

K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
														X	
					X										X
				X											
						X	X	X							
X	X	X	X						X	X	X	X	X		
			X						X	X	X				
			X						X						
X	X	X	X						X						
				X					X						X
			X						X						X
									X						X



## Error Messages

Error	What does it mean?	What has happened?	What do I do?
22/ C hot	The controller is overheated. Driving speed is reduced.	Heat sink temperature reached +85°C.	Drive slowly and do not accelerate & decelerate abruptly. The controller will slowly cool down.
23 / lo-bat	Battery power is getting low. Driving speed is reduced.	Battery power is getting low.	Get to a power socket and recharge soon.
28	The motor is overheated. Driving speed is reduced.	The motor is overworked. This could have been caused by too much weight on the vehicle or going up too many steep slopes.	Allow the motor to cool down. Reduce the weight on the vehicle or take a less steep route.

29	The motor is temperature sensor is not connected. The vehicle will not drive.	The motor temperature sensor has detached.	Check the 2 pin connection nearby the motor.
36	Motor encoder error	The encoder has detached.	Check the 4 pin connection nearby the motor.
37	Motor open	Motor phase is open	Check motor cables and connections.
38	The main contactor is welded shut. Vehicle shuts down.	The main contactor does not open anymore.	Replace the main contactor.
39	The main contactor is did not close Vehicle shuts down.	The main contactor did not close or connections are oxidised	Check the terminals on the contactor, fuse and batteries or replace the main contractor.
41 / 42 43 / 44	There is an error in the throttle.	The throttle is broken or the wiring is faulty.	Check wiring on the throttle, or replace the throttle.
47 / put 0	Vehicle will not drive while direction switch is in D or R.	The vehicle was switched on without putting the direction switch in neutral.	Put the direction switch in neutral (N).
73 / StALL	Overvoltage on the controller. Precaution warning, too high voltages could shorten lifetime of equipment	During drives with regenerative braking, a fully charged (new) battery can cause high voltage peaks	After a full charge, try using more mechanical brake during driving, especially when rolling downhill

## Maintenance schedule

To ensure good performance of the vehicle, use this maintenance schedule. Proper maintenance is key to prolonging the vehicle's life time. Note!; Failure to maintain the vehicle in accordance with the table below or using non-approved ETF parts could result in exclusion from the manufacturer's warranty.

		Every week	Every month	Yearly or every 12,500km	Every 2 year or every 25,000km
Tyre pressure and profile check	U	●			
Check lights	U	●			
Clean raincovers and lubricate zippers	U		●		
Check washer water level	U		●		
Check front shocks - seals, function	U		●		
Clear and oil chromed and stainless parts	U		●		
Check brake pad lining, park brake functionality	U		●		
Clean motor and motor sensor	M			●	
Replace front brake pads	M			●	
Rear brakes, replace drum brake pads, adjust park brake	M			●	
Check controller fault history	M			●	
Check and clean wiring harness	M			●	
Differential oil renewal	M			●	
Grease motor spline	M				●
Replace front brake discs	M				●
Renew brake fluid	M				●

U You can do this yourself with some basic technical skills

M This needs to be done by an authorised service and maintenance engineer



## Storing the vehicle

Make sure your vehicle is stored indoors in a dry environment.

Any water left on the vehicle should be removed before storing the vehicle.

These are the best conditions for keeping the body and roof cover as good as new.

Remember to charge the vehicle's battery at minimum 40% before storing.

It is recommended to keep the charger plugged in as much as possible.



## Maintenance records keeping

Documentation of maintenance is required for warranty claims.

We advise you to use the maintenance history section in this booklet.

Date ..... / ..... / ..... km .....

Comments .....

.....

Service stamp:

Next service km/date .....

Date ..... / ..... / ..... km .....

Comments .....

.....

Service stamp:

Next service km/date .....

Date ..... / ..... / ..... km .....

Comments .....

.....

Service stamp:

Next service km/date .....

Date ..... / ..... / ..... km .....

Comments .....

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Date ..... / ..... / ..... km .....

Comments .....

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Service stamp:

Next service km/date .....

Date ..... / ..... / ..... km .....

Comments .....

.....

Service stamp:

Next service km/date .....

Date ..... / ..... / ..... km .....

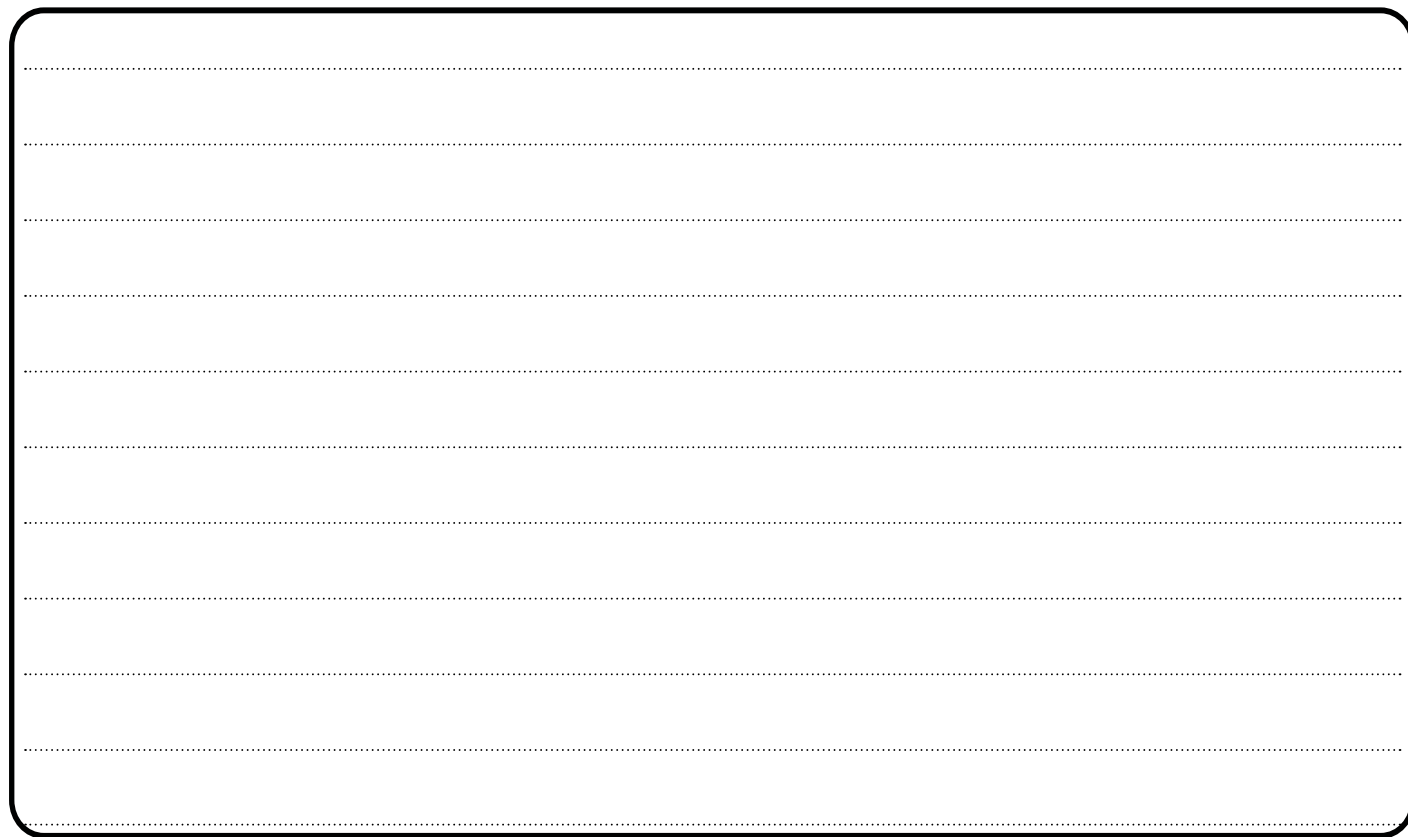
Comments .....

.....

Service stamp:

Next service km/date .....

## Notes.



## Your e-Tuk DNA

Documentation of maintenance is required for warranty claims.

We advise you to use the maintenance history section in this booklet.

Do not modify your vehicle without first consulting your distributor or E-Tuk Factory!

VIN	<input type="text"/>
Type	Classico/Limo/Cargo/CargoXL/Vendo/VendoXL
Colour	.....
Licence plate nr.	.....
Installed Options	.....
Country	.....
Distributor stamp	.....

User manual & basic maintenance guide

**eTuk Limo GT & Vendo GT** - Vehicles marked with VIN-number starting with **XN7TP\*** and **XN7CP\***

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**Keep this manual with your vehicle**