April 29, 2026

FIELD SAFETY NOTICE

Reference: FSCA_2026_04_001
Concerned devices: Batec Handbikes ELECTRIC 2 (25Km/h), RAPID 2 (30Km/h) and SCRAMBLER 2 (30Km/h) product lines.

Concerned Serial Numbers
The device serial number on the Batec label consists of the following data: NNNNN-MXC-**mmaa** where: - mm: manufacturing month - aa: manufacturing year The concerned serial numbers (SN) are all those manufactured between June 2024 and April 2026.

Dear Sirs:

This letter is to remind you of a voluntary field action being initiated by Batec Mobility. The affected handbikes are the ELECTRIC 2 (25Km/h), RAPID 2 (30Km/h) and SCRAMBLER 2 (30Km/h) product lines. A full list of affected products is attached for your reference in Annex I.

This field safety notice comprises important information that requires of your immediate action.

SITUATION:	A new version of the standard EN 12184:2022 has been published, applicable from 27 May 2028. The management requests the preventive application of the speed limitation to 20 km/h for all models Handbikes platform 2.
IMPACT:	It is due to regulatory reasons, the Batec platform 2 are reliable and safe. Starting from May 2026, platform 2 becomes Platform 2 PLUS (speed up to 20 Km/h) and Batec RAPID Sport and SCRAMBLER Sport (speed up to 30 Km/h).
ACTION:	1. Please inspect your inventory, locate any of the devices identified in the attached list of affected products with an affected SN and quarantine them immediately.

	2. Distribute this notice to all your centres or customers to whom you have been able to supply concerned units, and to all relevant personnel of your company. 3. Distribute the enclosed end-user letter to all users to whom you have been able to supply concerned units. 4. Contact the Technical Assistance Service to modify the concerned units. **5. We request the return slip (page 3) and subsequently inform us of the references of Annex I, how many devices have been modified before 3 months, please send it to Batec Mobility (email: sat@batec-mobility.com)**
SOLUTION:	The official Technical Attention Services will carry out an inspection and modify of all the handbikes affected by this action.

This field action has been reported to the relevant competent authorities.

Please make sure this safety information is passed on to all those who need to be aware of it within your organization and maintain awareness on this notice and resulting action until the Field Safety Corrective Action is terminated to ensure effectiveness of the action.

Batec Mobility is committed to distribute only products of the highest quality standards and to provide any required support. We regret that this has occurred and any inconvenience it may cause or has caused you, your customers, or your staff.

If you have any questions, please feel free to contact us under the following contact details:

Manufacturer contact details (Spain):

Technical Attention Service	Inquiries about this field safety action
Jorge Lebrón Technical Service Manager sat@batec-mobility.com	Jordi Clapés Quality Manager / PRRC jclapes@batec-mobility.com

Return slip

Please fill in and send this information <u>within 3 months</u> to the contact person specified above to avoid duplication of requests.

☐ We confirm receipt of this Field Safety Notice.

☐ In our centre there are _____ concerned devices.

☐ Our centre distributed _____ concerned devices and we are going to manage their modification.

Reference: FSCA_2026_04_001

Customer: _____

Name: _____ Date/signature: _____

ANNEX I – LIST OF CONCERNED PRODUCTS

REFERENCE	PRODUCT DESCRIPTION	UDI
25.11.001	BATEC ELECTRIC 2 – GRAPHITE	8436557350473
25.11.004	BATEC RAPID 2 GRAPHITE SPECIAL EDITION	8436557353511
25.12.001	BATEC QUAD ELECTRIC 2 - GRAPHITE	8436557350503
25.12.002	BATEC QUAD ELECTRIC 2 - RED	8436557350510
25.12.004	BATEC QUAD RAPID 2 GRAPHITE SPECIAL EDITION	8436557353528
25.13.001	BATEC SCRAMBLER - OLIVE GREEN	8436557350534
25.13.004	BATEC SCRAMBLER 2 – GRAPHITE	8436557355263
25.14.001	BATEC SCRAMBLER TETRA - OLIVE GREEN	8436557350558
25.14.004	BATEC QUAD SCRAMBLER 2 – GRAPHITE	8436557355256
25.53.004	BATEC RAPID 2 HEMI RIGHT GRAPHITE SPECIAL EDITION	8436557354181
25.54.001	BATEC ELECTRIC 2 HEMI LEFT - GRAPHITE	8436557353016
25.55.001	BATEC SCRAMBLER HEMI RIGHT - OLIVE GREEN	8436557353047
25.56.004	BATEC SCRAMBLER 2 HEMI LEFT - GRAPHITE	8436557355232
25.62.002	BATEC SCRAMBLER 2 TETRA - GRAPHITE 25 KH	8436557358066
25.62.005	BATEC RAPID 2 - GRAPHITE 25 KM/H	8436557358073

ANNEX II – LETTER TO FINAL USER

Dear Sir or Madame:

This letter is to inform you of a voluntary field action being initiated by Batec Mobility. The affected handbikes are the ELECTRIC 2 (25Km/h), RAPID 2 (30Km/h) and SCRAMBLER 2 (30Km/h) product lines.

The reason is a new version of the standard EN 12184:2022 has been published, applicable from 27 May 2028. The management requests the preventive application of the speed limitation to 20 km/h for all models handbikes platform 2.

If you have purchased these handbike Batec models between June 2024 and April 2026, it is affected by this action. For that, we ask you to contact immediately to your vendor. They are going to manage the modify your handbike with no further cost for you.

Batec Mobility is committed to distribute only products of the highest quality standards and to provide any required support. We regret that this has occurred and any inconvenience it may cause or has caused you.

Contact Details of Vendor