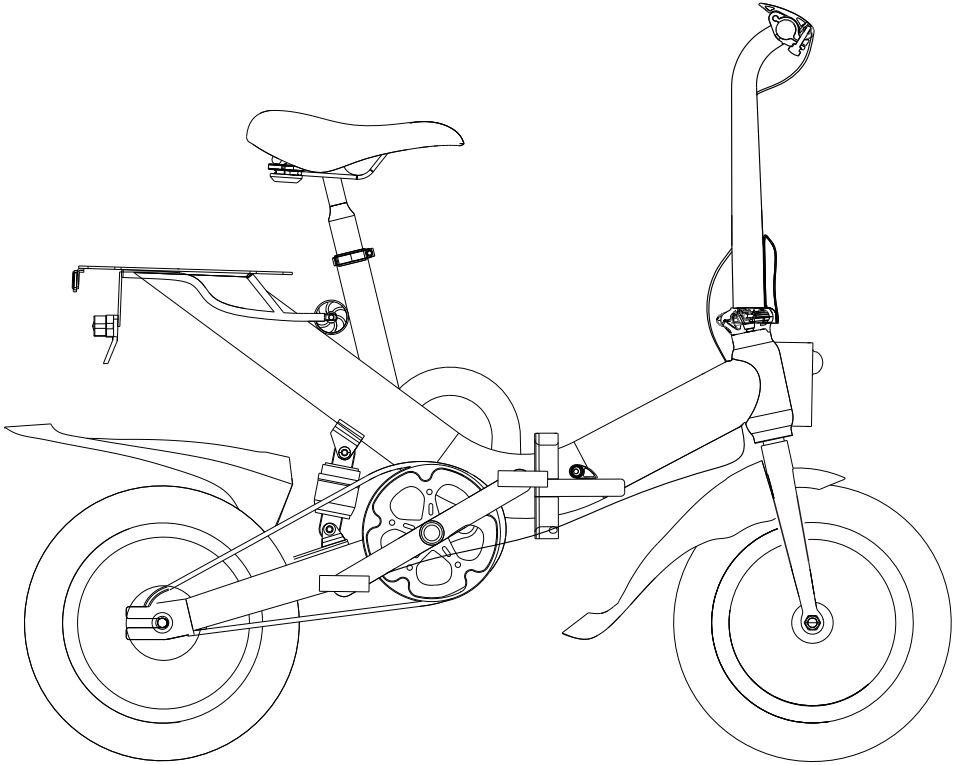


# Electric bicycle user's manual



Dear users, according to the relevant national regulations, please do not use electric bicycles before carefully reading the instructions and understanding the performance of electric bicycles. And please properly keep this manual and the product certificate of the vehicle.



Android version



Apple version



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## Hello!

Thanks for choosing our company's electric bicycles.

We promise electric bicycles and their parts are produced in strict accordance with the national designated standards.

To ensure that your car maintains good vehicle performance in your use of our company products, we have a special announcement:

As a means of transportation, electric bicycles are regulated on a regular basis maintenance and overhaul. And electric bicycles as a convenient and efficient means of transportation must be regularly maintained and overhauled due to the road surface in various regions, conditions, user habits and characteristics in order to extend the service life of your electric bicycles.

Special reminder: all authorized dealers must unconditionally perform the vehicle maintenance and testing service project. The user has the right to do regular maintenance of the vehicle and related parts. If the customer fails to enjoy the vehicle maintenance within the standard period, he/she will give up the free service.

First time: within 15-20 days from the date of purchase

Second time: within 40-45 days from the date of purchase

Third time: within 90 days after experiencing the second vehicle overhaul service

In case of any quality problems, please go to the service station or dealer for repair and maintenance. Motor, controller, charger, battery and other original parts shall not be dismantled and replaced without authorization. If the user disassembles or the disassembly and repair of the unauthorized repair unit does not comply with the "warning" standard, the company will not provide normal warranty for the performance failure or quality problem of the related parts caused by the disassembly of the unauthorized repair unit!

We will wholeheartedly provide you with efficient and quality service. All other quality problems caused by failure of the vehicle without maintenance in authorized repair unit shall be borne by the user.

In order to protect your vehicles and make it as convenient as possible, be sure to use our special parts. If you have any questions, please contact our authorized service station or our company. Dear users, when you buy this product, please fill in the "Electric bicycle sales (warranty) Service card" completely and clearly, and keep the user warranty copy properly, and deliver the two copies to our service station or dealer in your place, so that we can timely contact and serve you. Our company's electric bicycle will be with you all the way, wish you a safe life!

Your choice -- The beginning of our service! In the following days, we will wholeheartedly provide you with convenient, timely, fast and satisfactory service!

Please read the instruction carefully before use. Do not use the vehicle without knowing its performance (Please read carefully the "danger", "warning" and "caution" clauses). Danger: Ignoring this warning can result in a personal accident. In order to minimize injury to yourself and others, you are warned about what you must or must not do! Warning: Ignoring this warning can result in damage to the vehicle and its equipment, warning of what must or must not be done! Note: Ignoring this warning can result in minor damage to the equipment or the vehicle being unable to run normally, warning of what must or must not be done!

Dear users, thank you for using our products. In order to better serve you, what problems are found in the use of the products? How does it perform? Please put forward your valuable suggestions and requirements so that we can improve the quality of our products.

### Company introduction

Our company specializes in the development and manufacturing of electric bicycles, bicycles and core components. Breakthrough and innovation in dynamic system, energy system, intelligent system, security system, humanized science and technology, strictly control the product quality, promote the brand service, got the trust of millions of users, Production and sales continue to improve, repeatedly set new highs.

### Design philosophy

In the modern society with increasingly serious traffic jams in cities, we have been urged to create a fashionable, light and convenient means of commuting -- electric bicycle, which enables us to move freely in the city in a more fashionable, easy and fast way. We can not only enjoy the smooth flow during the rush hour, but also enjoy the scenery along the way at will. We hope to show the world the powerful heritage of Chinese manufacturing and the Chinese power of scientific and technological innovation. We hope this product will represent China's creative manufacturers, designers, communicators and sellers, consumers. It also represents a spirit of contract - a generation of products, generation ingenuity. Your support will become our power to continue to move forward! Believe everything only for better!

## Safety use of e-bike

Users should pay attention to the safety of e-bike. Such as:

1. Do not park e-bikes in building foyers, evacuation stairs, walkways and fire exits.
2. Electric bikes should not be charged or parked in residential buildings, and should be kept away from combustible materials during charging. Charging time should not be too long, generally no more than 8 hours.
3. Strictly prevent the water from entering the electrical parts. When cleaning the vehicle, avoid the water impacting the charging socket, wiring harness connector, fuse tube and other electrical parts, and do not directly pour water into the battery.
4. The battery shall be carried out in accordance with the Battery Use and Maintenance Methods and Precautions on page 12. The used battery shall not be dismantled without authorization and shall be recovered by the special maintenance points of the company.
5. Charging Precautions: According to the Charger Maintenance Methods and Precautions on page 11 of this manual, When replacing the charger, it should match the battery model.
6. When adjusting the height of handlebars or saddles, care should be taken not to expose the safety line marks of the handlebars and saddles.
7. Users and dealers are prohibited to secretly wire up, modify vehicle structure and performance: such as changing battery configuration, changing circuit, increasing watt of bulb power and increasing sound.
8. Wet hands and metal conductors are not allowed to touch the live parts of the magnetic electric bicycle, such as the socket of the battery box, the connector of the battery box and the power plug of the charger.
9. When replacing the circuit breaker or fuse, the circuit breaker or fuse of the specified model and specification shall be used. Do not connect the wires directly without fuses. The circuit breaker or fuse slot should be in good contact, if loose, it may cause the circuit breaker or fuse to heat and cause accident.

10. Inflammable, explosive and other dangerous goods, articles with low heat resistance, liquid food and wet rain gear shall not be put into the glove compartment.

11. Please do not disassemble the electrical parts to prevent liquid and metal particles from infiltrating into the electrical parts.

**Note: Non-professional maintenance is strictly prohibited. In case of failure, please go to the company designated professional maintenance station for maintenance.**

### Proper driving

1. Before starting, please stand on the left side of the bike and raise the main bracket to check whether the bike is abnormal;
2. Open switch Confirm that it is on, and see the display light on.
3. After you sit firmly on the bike, press the accelerator down slowly, and the bike starts to start. Adjust the speed and turn the angle from small to large, and then the bike will go from slow to fast.
4. When using the brake, the governor should be quickly back, and It is ideal to brake slowly and then zoom in, not a sudden brake, hard steering. Slamming on the brakes and swerving hard are the main causes of side slip or rolled-over, and are extremely dangerous.

**Caution: With only the front or rear wheels on, the bike can slip sideways and become extremely dangerous. Iv. Matters needing attention on the way.**

### Matters needing attention on the way

1. For the safety of you and others, please obey the traffic rules.
2. Before riding, you must wear a safety helmet, take other relevant safety precautions, and maintain a natural posture before driving freely.
3. When the vehicle is just started, speed up slowly to avoid excessive starting current and waste of electric energy caused by instant acceleration. Auxiliary pedal starting is better.

4. For battery and motor maintenance, the bike with foot pedal function should be used when the vehicle is starting and climbing, please try your best to help with the pedal.
5. In order to ensure safety, economic speed should be adopted as far as possible on the road, and frequent braking and starting should be reduced as far as possible to save energy.
6. Avoid tightening the speed regulating handle after braking during driving, so as not to damage other parts due to excessive overload of the motor.
7. When driving in mud-twisted areas or uneven roads, human power should be used as far as possible;
8. The braking distance should be appropriately increased in rainy and snowy weather and wet road surface. When cycling, you should concentrate on walking slowly and carefully. It is recommended not to ride.
9. Over current protection is set on this vehicle. When the slope Angle is large and the wind speed is large, the circuit current will exceed the norm (i.e. over current). it is best to use foot power, Otherwise, it will not only consume power too fast and affect the mileage, but also burn out the motor and electrical appliances. The housing of the bike body and electrical components shall not be electrified and its insulation resistance shall not be less than 2MQ.
10. The controller has the under-voltage protection function. When the voltage is lower than the under-voltage value, the power will be automatically cut off to maintain the service life of the battery.

### **Implementation and Parking Precautions**

1. Turn off the power switch when you get off the vehicle to prevent accidents caused by unintentional rotation of the speed regulating handle during the vehicle implementation.
2. Set up and lock the parking bracket on the level ground during parking; Turn off the power, remove the key and add a security lock to avoid theft;
3. For your driving safety and to keep your car in top condition, please maintain and clean it regularly.



Before you drive, please familiarize yourself with the instructions. Please find an open and flat ground for training first, so that you can master the driving essentials and get familiar with the structure of the bike, which is the basis of safe driving.

First, Driving safety: Please observe the national and local traffic laws and regulations and pay attention to driving safety. Such as:

1. People under the age of 16 are strictly prohibited to drive e-bikes on the road. Do not lend them to people who cannot operate e-bikes to avoid injuries.
2. Electric bicycles shall be driven in non-motorized vehicle lanes and the maximum speed shall not exceed 15km/h; On roads without non-motorized vehicles, drive on the right side of the roadway.
3. E-bikes shall carry people or articles in accordance with legal requirements.
4. When riding, please wear appropriate safety helmet and fasten the wind belt of safety helmet.
5. When riding in rain and snow, the braking distance will be extended. Pay attention to slow down; Avoid travel during inclement weather, such as heavy rain. When the water level reaches the center of the wheel die of the rear motor, it may cause a short circuit in the inner circuit of the vehicle and damage the electrical parts. Please be sure to pay attention!
6. Please carefully implement the traffic rules, do not drink driving, driving with one hand, driving recklessly, these behaviors are very dangerous!
7. Dress correctly: When riding, try to wear bright colors and move your body freely, wear clothes that are not tight, with tight cuffs, and wear low-heeled shoes when possible.

Second, Check before riding: If there is any abnormality, please repair it in time or go to the local maintenance point.

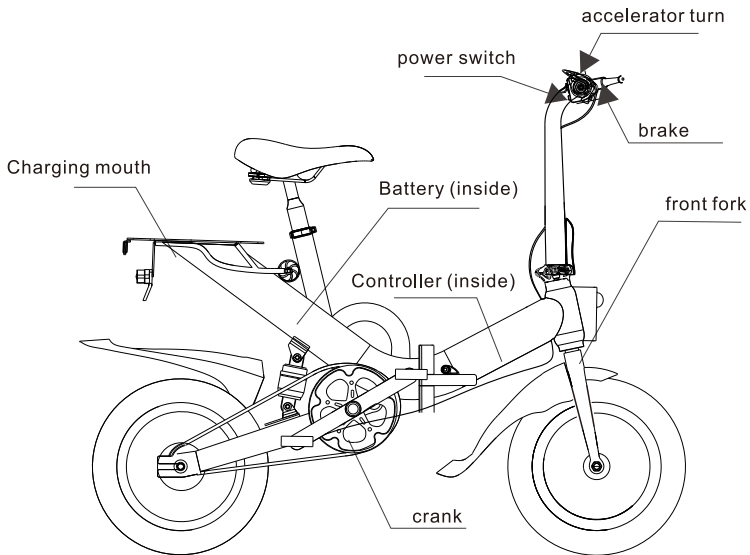
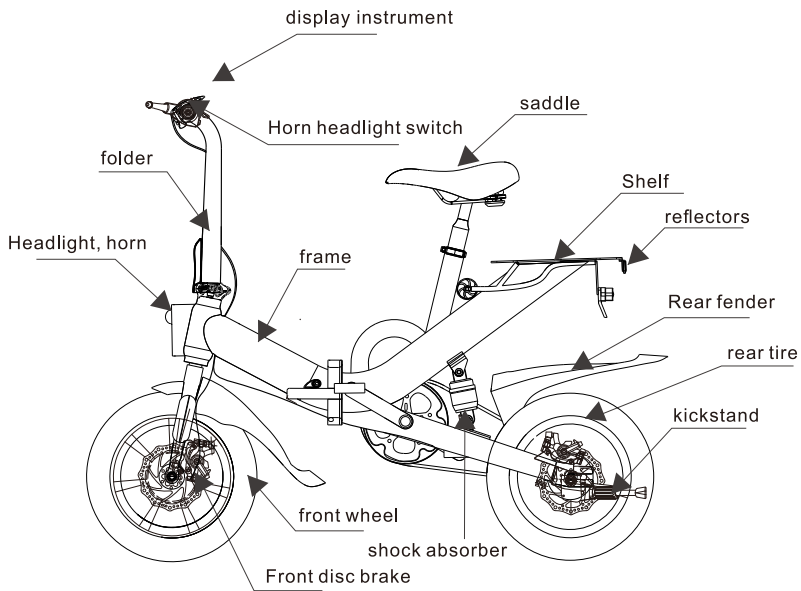
1. Please confirm that the power off switch is in normal use when the foot of the vehicle is supported and the rear wheel is off the ground;
2. Turn on the power, check whether the indicator light on the instrument is normal and whether the power supply is sufficient;

3. Check whether the horn of the electric bicycle is in good condition, operate the lighting switch, and check whether the front and rear lights are normal;
4. Check the rear view mirror (if any) for dirt or damage, and see the rear and side conditions clearly;
5. Check whether the handlebars and saddle pipe are adjusted to the appropriate position, confirm that the fastening screw (or fast clip) is fastened, and pay attention to the safety line shall not be exposed;
6. Check the front and rear brake handlebars and adjust the brake to make the brake reliable and reset flexible;
7. Check whether the tire pressure is normal before and after, whether there are cracks and abnormal wear, nail, stone, glass and other sharp objects inserted;

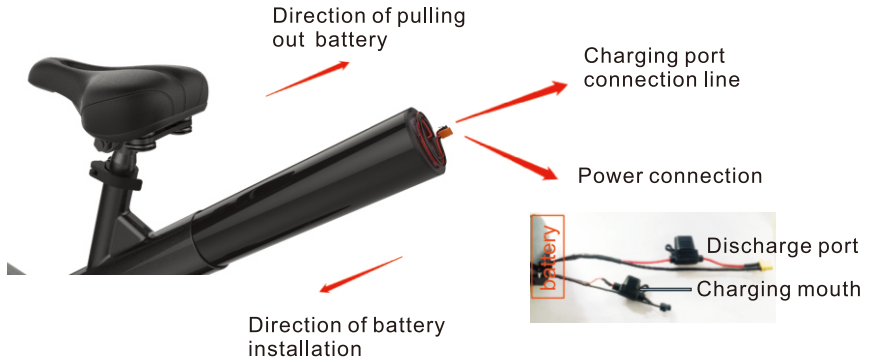
**Attention: tire air pressure disorder, tire crack damage and abnormal wear are the main causes of steering, tire burst!**

8. Check that the front and rear wheel screws are locked, and the side and rear reflectors must not be lost, damaged or contaminated.
9. Check the fastening state of each axle to ensure that the front and rear axle are in reliable state;
10. For folding vehicles, please make sure to secure the quick-release device before riding.

# Schematic diagram of electric bicycle

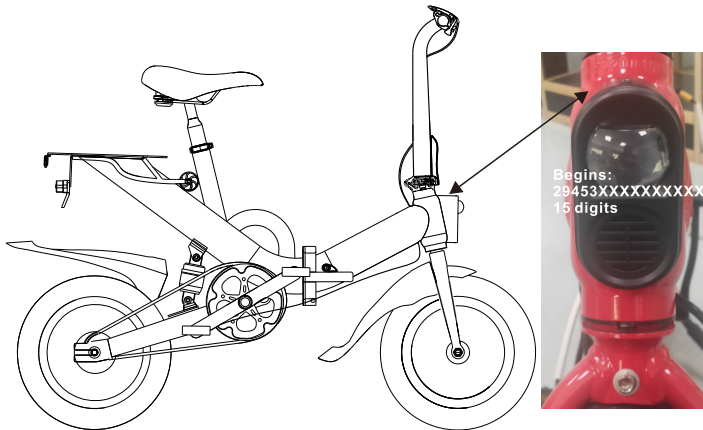


## Battery installation drawing



## E-bike related information

The figure on the right is the schematic diagram of vehicle code marking position.



## structural features

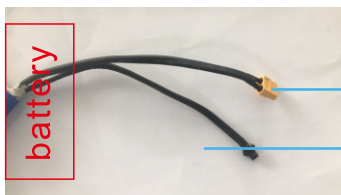
The electric bicycle maintains the structure of the bicycle and introduces high-tech electric drive design, which is mainly composed of electric wheel load, controller, instrument, battery box, frame components and charger, etc.

1. The electric roll of this bike has the characteristics of large starting torque, high efficiency, small volume, high intensity, good heat dissipation, low noise, waterproof and dust proof. Motor can continuously work more than 3000 hours;
2. This vehicle uses fully sealed, maintenance-free, large capacity, long life lithium battery as the power source, can work normally between 0-50 °C, and the battery of this bike can be used for 500 times of cycle charging.
3. This car uses a new electronic controller, with hall electronic step less speed regulation, but also has under voltage over current protection function and brake power off function to ensure driving safety.
4. The car is equipped with a special charger with current limiting and over-guarantee functions, which can avoid overcharging or damage to the battery. The discoloration effect of the charging indicator can indicate the charging status.

## Specifications of the fuse device

Charging fuse 5A 10.9X16.3X3.8mm

Discharge fuse 30A 19.1X18.8X5.1mm



discharge line

charging line

<b>Main technical parameters of the bicycle</b>	
	<b>Model:TDT003Z</b>
<b>Dimensions</b>	<b>1050mmx500mmx1015mm</b>
<b>Center distance of front and rear wheels</b>	<b>850mm</b>
<b>Weight</b>	<b>21kg</b>
<b>Maximum design speed</b>	<b>25km/h</b>
<b>recharge mileage</b>	<b>45km</b>
<b>Power consumption per hundred kilometers</b>	<b>0.8kw.h/100km</b>
<b>Deadweight</b>	<b>120kg</b>
<b>Main technical parameters of battery</b>	
<b>Battery type</b>	<b>lithium battery</b>
<b>capacity</b>	<b>10AH</b>
<b>nominal voltage of a system</b>	<b>48V</b>
<b>Main technical parameters of motivation</b>	
<b>Motor form</b>	<b>permanent-magnet</b>
<b>Nominal power</b>	<b>500W</b>
<b>Rated speed</b>	<b>380r/min</b>
<b>Rated voltage</b>	<b>48V</b>
<b>Main technical parameters of the controller</b>	
<b>Under voltage protection value</b>	<b>41±2V</b>
<b>Over current protection value</b>	<b>13±2A</b>

## Packing list

Below parts were packed in the box, please check after unpacking. If there are any missing, please consult the dealer or the after-sales department.

No.	1	2	3	4	5
Name	e-bike	charger	Manual	Expansion component	Seat components
Quantit	1	1	1	1	1

## Unpacking and assembly

Step 1: As shown in the figure, stand the tube up and lock the folding handle.

Step 2: Insert the head of the tube into the folding handle, and then lock it with a screw.

Step 3: Insert the saddle assembly into the middle tube of the frame, and tighten the wrench.



Step 1



Step 2

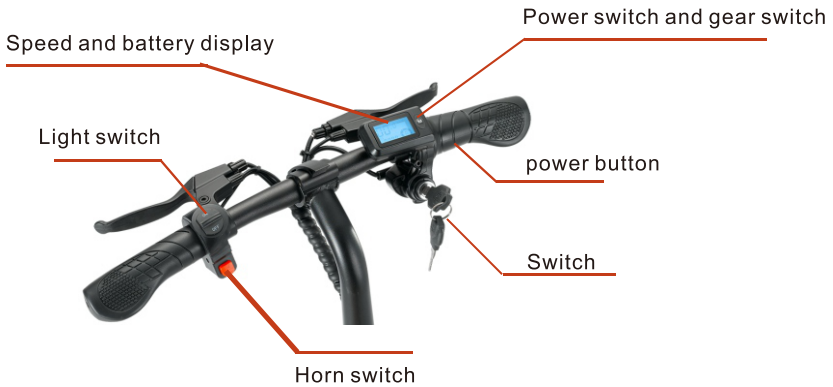


Step 1



Step 2

## Function introduction



**Power on:** Press for 3 seconds, then the display will be light.

**Acceleration:** After turning on, change the speed by pressing the power button, the lower the press, the faster the speed. Stop pressing, the speed will gradually decrease until the bike stops.

**Light:** After turning on, slide up the light switch to turn on, and slide it down to turn off the light.

**Whistle:** After turning on, press the horn switch to hear the sound of the horn.

**Speed mode:** The bike is equipped with intelligent speed control, with novice mode and skilled mode. Click the power switch button to change the mode.



## Safety Recommendations

### Charging method



Step 1: The charging port is at the rear of the battery, as the picture shown;

Step 2: Insert the charging port of the charger into the charging port on the battery(Ensure that the charging ports are dry);

Step 3: The indicator light on the charger is red, indicating that it is charging; when the indicator light turns from red to green, it indicates that the battery is fully charged. Please stop charging at this time, charging for a long time will affect the life of the battery;

Step 4: After charging, you need to close the charging port cover to avoid water ingress.

### How to charge

Charger maintenance methods and precautions.

The charging time is about 5-8 hours. If the mileage of a ride is short, the charging time will be relatively shortened

- ★ You must use the special charger configured by our company to charge. When replacing the charger, it should match the battery model, otherwise it will damage the battery and even cause burning accidents.
- ★ The output system of the bicycle must be cut off when charging.

### Charging steps:

1. The input voltage of the charger is 110V, please check carefully whether the grid voltage is consistent with the charger voltage.
2. Park the bike, turn off the electric door lock and pull out the key
3. Connect the charger output plug to the battery charging socket of the battery box first, and then plug in the charger's AC input power.
4. At this time, the power and charging indicator red lights on the charger are on, indicating that the power is on and charging begins. When the charging indicator light turns to green, it indicates that the battery is basically fully charged and ready for use (Note: The status displayed by the indicator light of the charger is subject to the instructions for use of the charger).

Note: The length of charging time is related to the mileage you ride. If the mileage of a ride is long ((For example: 36V electric bicycles can ride more than 20 kilometers at a time; 48V electric bicycles can ride more than 25 kilometers at a time)), the battery is in a deeply discharge state, and the charging time will be about 5-8 hours. If the mileage of a ride is short, the charging time will be short. If the riding distance is very short every day, less than 10km, it is best to charge it every other day. That is to say, the battery life will be prolonged if you charge the battery once for about 20km. But do not charge the battery after it is fully discharged, otherwise it will greatly affect the service life of the battery.

5. When the indicator light of the charger turns from yellow to green, the charger enters the floating charging stage. In this stage, the charging current is very small. If time permits, it is better to charge for another 1-2 hours to make the battery get more energy.

6. After charging, unplug the AC power source first, and then unplug the plug connected to the battery. Note: The charger should be placed in a dry, well-ventilated environment. It is forbidden to cover anything on the charger when charging, so as not to affect the heat dissipation of the charger and burn the charger. There is a high voltage device in the charger, and it is strictly prohibited to repair it privately to avoid danger. It is forbidden to use the charger in an environment that is unstable, excessive grease, smoke, dust, humidity, and direct sunlight. Do not connect the charger during thunder and lightning.

Note: Do not place the charger on flammable objects (such as car body cushions, sofas, etc.) when charging.

Note: The accumulator and the charging charger should be placed in a safe place where the baby basket cannot be touched. There are no flammable or explosive materials around, and they should be ventilated and dry. Do not charge in the open, and prevent liquid and metal particles from penetrating into electrical components. , So as to avoid accidents such as short circuit and fire of electrical appliances due to rain and other factors.

Note: If there is a peculiar smell or the temperature is too high during the charging process, immediately stop charging and send it to the local maintenance point for repair.

Suggestion: Users can also charge on public charging equipment that provides centralized charging, but they must fully consider the compatibility of the charging equipment with the battery of their own bike.

## **Motor maintenance methods and precautions**

- ★ The electric bicycle motor is a rare earth permanent magnet DC brushless, outer rotor wheel-mounted motor, without any reduction mechanism and carbon brushes, and the inside of the motor is basically maintenance-free.
- ★ Please do not open the motor base and end cover after sealing treatment.
- ★ The motor should be kept clean, no foreign matter, corrosive liquid, or gas can enter the motor, and the motor casing should not be knocked or baked to avoid damage to the motor.

## **Controller maintenance methods and precautions**

- ★ The controller is an intelligent digital chip controller with functions such as brake power failure, battery under-voltage protection, over-current protection, stepless speed regulation, zero start, and electric mouse control.
- ★ The controller product has the functions of waterproof, shockproof, anti-corrosion, and tamper-proof. It adopts epoxy or polyurethane packaging technology. Please do not disassemble and repair it privately. It should be returned to the factory for repair by professional technicians. If the simple connector is loose, users with hands-on ability can solve it by themselves.

## **Battery maintenance methods and precautions**

- ★ The battery life of the electric bicycle is very long, but it should not be uncharged for a long time. It should be charged when the power less than 20%. It is best to charge the battery first no matter how far you will ride. Don't wait for it to run out.
1. input voltage of the charger is 110V, please check carefully whether the grid voltage is consistent with the charger voltage.
  2. Park the bicycle and turn off the switch.
  3. Connect the charger output plug to the battery charging socket of the battery box first, and then plug in the charger AC input power.
- ★ When charging the battery in the car, turn off the electric door lock. Do not keep the battery upside down. Try to fully charge the battery at once.
  - ★ When the electric bicycle battery won't be used for a long time, it should be charged once every month, and the battery should be fully charged and stored. Never store it in a state of power loss.

- ★ When charging the battery, use the matching charger. Because the battery raw materials are different from the battery production process, the technical requirements for the charger are also different, so special chargers must be used for charging.
- ★ The battery life will be longer. Charge it before or after you use it, but cannot use the boosted voltage to drive to prevent serious power loss. When the battery is dead, you should turn off the power to ride.
- ★ When charging the lithium battery of an electric bicycle, do not stop charging immediately when the charging indicator shows full charge, and should be charged for another 1-2 hours.

Note: Do not disassemble used batteries without authorization, should be recycled by our company's special maintenance center. Warning: The battery should not be near fire or high temperature heat source, and the battery should not be thrown into the fire. Exposure to the sun is strictly prohibited

## Bike maintenance and repair

1. The electric bicycle should be well adjusted. If you have any questions, please contact the manufacturer or supplier.
2. Under normal circumstances, the spokes of the wheels should be adjusted once after a certain period of riding (half a month) to ensure that the wheels are round.
3. Frequently check the air storage capacity of the tire to keep it full of air.
4. The main components should be checked and adjusted frequently to ensure that the transmission parts are flexible.

**If the nut and screw are loose, they should be tightened in time.**

Note: The tightening torque of the handlebar core screw, the tightening torque of the combined handlebar joint screw, the tightening torque of the saddle clamping bolt, the tightening torque of the saddle tube clamping screw, and the recommended torque of the front wheel are not less than 18N.m; The recommended torque for the tightening torque of the bottom bracket lock nut and the rear wheel is not less than 30N.m

Note: The safety wire of the seat tube and seat tube cannot be exposed outside the bike body

5. It is recommended to add 3# calcium-based lubricating oil (butter) every six months to the rotating and transmission parts that need to be lubricated (such as front axle bearing, bottom axle bearing, rear axle bearing, front fork headset, pedal bearing).

6. Customers can replace wearing parts during maintenance, such as brake wires, brake shoes, bulbs, fuses, etc., but pay attention to replacing them with parts of the same model and specifications. Note that when replacing the tires, because the front or rear wheels are equipped with electric wheel load, it is recommended to ask a professional to replace it or contact the maintenance station.

## Electric bicycle fault inspection and troubleshooting methods

<b>Problem</b>	<b>Reason</b>	<b>Solution</b>
Motor doesn't work	<ol style="list-style-type: none"> <li>1. Speed control handle problem</li> <li>2. Brake problem</li> <li>3. Motor problem</li> <li>4. Controller problem</li> <li>5. Connection problem</li> </ol>	<ol style="list-style-type: none"> <li>1. Change the speed control handle</li> <li>2. Change the brake</li> <li>3. Change the motor</li> <li>4. Change or maintain the controller</li> <li>5. Inspect the connection parts</li> </ol>
Insufficient mileage on one charge	<ol style="list-style-type: none"> <li>1. Less air in the tires</li> <li>2. Battery is in lack of energy</li> <li>3. Battery problem</li> <li>4. Many uphill, high wind speed, frequent braking or overloading, etc.</li> </ol>	<ol style="list-style-type: none"> <li>1. Fill air into tires.</li> <li>2. Charge the battery</li> <li>3. Change the battery</li> <li>4. It is recommended to use pedals to assist riding</li> </ol>
The charger doesn't work	<ol style="list-style-type: none"> <li>1. The plug connecting the charger to the battery box is loose</li> <li>2. The connection wire of the battery in the battery box is off</li> <li>3. Damaged charger</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten them</li> <li>2. Connect them</li> <li>3. Change the charger</li> </ol>
Failed to control the speed or speed lower than 10km/h	<ol style="list-style-type: none"> <li>1. Speed control handle problem</li> <li>2. The connector is loose</li> <li>3. Battery voltage is too low</li> </ol>	<ol style="list-style-type: none"> <li>1. Change the speed control handle</li> <li>2. Check the connector</li> <li>3. Charge the battery</li> </ol>

### Warranty policy

Dear user: Thank you for using the electric bicycle produced by our company. In order to protect your legal rights and interests, please keep this manual properly

1. When you purchase this bicycle, please inspect and debug it, and ask the salesperson to provide correct operation methods, maintenance items, valid purchase tickets, warranty cards, and the address, contact number of the warranty place.
2. The user should operate and use it correctly in accordance with the product manual. For performance failures caused by production quality, the company shall perform the three guarantees obligations in accordance with relevant laws and national three guarantees regulations.
3. The company can be responsible for repairing the failures outside the scope of the three guarantees and the main components after the three guarantees period, but charges are required as appropriate.
4. The battery replacement after the warranty period will be supplied at the ex-factory price, but the battery must be recycled and returned to the battery manufacturer to ensure safety and avoid environmental pollution.

### Details of warranty policy and period

Parts	Warranty content	Warranty period
Motor,controller, charger	quality problem (not including the artificial damage)	12 months
Motor Hall, bearing	quality problem (not including the artificial damage)	3 months
Battery	Change the new one within 1-6 months;Maitenance within 6-12 months	12 months or Charged 500 times
Handlebar Crank sprocket Support plating Paint parts	Natural desoldering, cracking and fracture	3 months

Rotating parts such as front and rear axle, flywheel	Natural damage, fracture	3 months
Speed control Brake switch	Doesn't work	3 months
Booster	No sensing ability	3 months
Frame Front fork Stem	Natural desoldering, cracking and fracture	12 months
Shelf	Natural desoldering, cracking and fracture	3 months
Inner tube	Air leakage caused by internal quality problems such as trachoma, it will not be replaced after repair	half a month
tire	Tire burst due to non-external factors	3 months

**Do not belong to the scope and content of the Three Guarantees:**

1. Failure caused by the user's failure to use, maintain and adjust according to the "Instruction Manual".
2. Failures caused by dismantling, repairing and refitting by the user, as well as failure to comply with the rules of use.
3. Failure caused by improper use or wrong storage, or accident.
4. There is no warranty card, the "receipt sheet" has not been sent back to our company, or the card and the item do not match the bicycle.
5. Wearing parts and consumables. Including brake seat bags, plastic parts, spokes, rims, brake cables, surface scratches, etc.
6. The cost of self-repair without the consent of the special maintenance organization.
7. After the accessories leave the factory, the casing is scratched or damaged, and the lead wire is scratched or broken.

## Warranty policy

8. All parts of the vehicle will be guaranteed strictly in accordance with the warranty period.
9. The warranty period starts from the date of manufacture.
10. Unauthorized disassembly of the controller, charger, battery, and motor will not provide warranty.
11. Other parts of the whole vehicle will not be guaranteed except for the three-month warranty due to quality problems.
12. When other parts of the bicycle have problems, the repair must be carried out at the designated repair point, and disassembly or assembly by yourself is allowed. And ensure that all labels of the controller, battery, and charger must be complete.
13. When the whole vehicle is repaired, the warranty card, invoice, certificate and other relevant documents must be presented.
14. The battery warranty adopts a one-to-one warranty method. In case of battery problems, the battery must be returned to the manufacturer to determine whether it is within the warranty scope according to the battery testing standards before the warranty.
15. The controller will be repaired (renew if it cannot be repaired) for warranty. When replacing, ensure that the plug-in is complete for testing. If the controller is damaged by thousands of people, it will not be guaranteed.
16. Pay attention to the maintenance of the whole vehicle and try to avoid riding in the water. The damage to electrical components caused by water will not be guaranteed.



## Maintenance records

<b>Date</b>	<b>Maintenance content</b>	<b>Remarks</b>

Dear users, thank you for using our products. In order to serve you better, what problems are found in the products during use? How is the performance? Please provide valuable suggestions and requirements so that our company can improve product quality.

**Users' feedback card**

<b>Name</b>		<b>Tel</b>	
<b>Address</b>			
<b>Product model</b>		<b>Invoice number</b>	
<b>Supplier</b>			

**Requestment:**

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