User Manual

CLASSIC

e20

SMARTMOTION electric bikes

Congratulations for purchasing a Smartmotion electric bicycle!

Please read this guide fully BEFORE using your electric bike.

Contents

1. Content of Shipping Carton

In the **e20** box you will find the following items:

1. SmartMotion e20 electric bicycle
2. Battery charger
3. 2X Pedals
4. 2X keys for battery lock
5. Bike Protective Cover

2. Assembly Instructions

It is highly recommended that a trained and qualified mechanic assembles your bike. Your bike assembled in the carton, but the following steps must be taken to ensure it it ready.

To Prepare

We recommend that you familiarise yourself with the bike parts before assembling. Gather all required tools. Be sure to work in a clean, dry space with plenty of room. You might wish to lay down a tarpaulin or old blanket to protect the bike during assembly. You may find it helpful to stand the bike frame on a block or sturdy box under the battery housing to work with it in an upright position. Please watch the balance when installing wheels.

1. Unpack

a. Carefully lift the electric bike and accessories out from the carton (two people recommended for this task). Remove the protective fabric cover.

b. Cut the tape and remove the protective cardboard packaging from the bike.

2. Handlebar Setup

a. The handlebar stem is rotated to fit in the box, loosen the top cap screw and stem clamp screw with an allen key to allow the stem to rotate while holding the front wheel.

b. Carefully unfold the handlebar stem post up into its vertical position, Rotate the handlebars to sit perpendicular to the front wheel. Once satisfied the bars are correctly aligned, fold the bars down(without twisting) and retighten the stem screws.

c. Once tight, unfold the handle bar again and secure with the QR lever against the stem post.

d. Finally rotate the plastic safety lock ring until it engages and locks the alloy lock lever closed.

e. Adjust the vertical height of handlebar by releasing the quick release lever on the mid-section, and lifting the bars to the desired height.
g. Lock the quick release lever firmly down of the stem post.

h. Adjust the handlebar horizontal angle as required by lifting up the handlebar stem quick release lever, then twist the handle bar to the correct angle and firmly press the quick release lever down again to lock.

i. Individually adjust the position and angles of brake and shift levers, display, throttle and grips to your presonal preference. Tighten bolts securely. Ensure other components do not interfere with operation of all levers.

3. Pedals

Attach the foldable pedals to the cranks, paying attention to the “L” or “R” marked on the pedal axles. Screw in the L pedal counter-clockwise into the left crank, and the R pedal clockwise into the right crank. Tighten with a 15mm spanner.
See wellgo instructions for full details.

4. Seat

Release the seat post clamp lever and set the seat post height to the position which is suitable for you to comfortably reach the ground when you are sitting on the bike, then refasten the seat post clamp. The maximum height MUST be within the max height markings on the seatpost.

5. Folding and unfolding

Your smartmotion bike has a two stage release lever for the frame hinge.

Folding. To release the main lever, slide the small safety catch across before releasing the main lever. The frame can then be folded.

Unfolding: Unfold the main frame until the hinge joint is fully closed and lock it by pushing alloy lock lever until it clamps against the frame. Ensure the Saftey catch clicks into position and the lever cannot open.

Handlebars: Handlebars can be folded and height adjusted for transport/storage as per initial setup instructions, using the two quick release levers. Ensure levers are secure and safety catches are in place before use.

3. Safe Riding Recommendations

1. Please observe traffic regulations, and don't lend your bicycle to anyone who is unfamiliar with it. The bicycle can legally only be used on the road by a person aged 14 years or over.

2. If you are in a country where wearing a cycle helmet is not compulsory, we still strongly advise you to always wear one. If you are unfamiliar with cycling, we also advise you to attend a cycle proficiency course prior to using it, or gain advice from your local SmartMotion dealer. Your eUrban is not a toy and should be considered a serious mode of transport.

3. As with all bicycles it is important that you stay within safe limits. If you feel you are traveling too quickly for the road conditions you probably are, so slow down! High speed will increase forces in the case of an accident and increase the possibility of injury.

4. Test your brakes prior to using the bike every time you use it and remember the bike will not stop as quickly in wet or icy conditions as it would on a dry road.

5. Check the tyres, rims, pedals, stem, cables, chain, etc for general condition regularly.

6. A rider is very difficult for motorists and pedestrians to see at dusk, at night, or at other times of poor visibility. If you must ride under these conditions, check and be sure you comply with all local laws about night riding; follow the rules of the road. Take the following additional precautions: make sure that your bicycle is equipped with correctly positioned and securely mounted reflectors, wear light-colored, reflective clothing and or accessories (any reflective device or light source that moves will help you get the attention of approaching motorists, pedestrians and other traffic). Make sure your clothing or anything else you are carrying on your bicycle doesn't obstruct a reflector or light. Ride slowly when conditions demand you to do so.

7. If a rear child seat is fitted, before putting your child in, read the full safety instructions of the seat manual to check seat is installed correctly and child is fastened properly.

8. You must not leave the bike unattended or use the kickstand to stand the bike without your support when a child is in the rear seat as the bike could tip over and cause serious injury.

9. Your bicycle must be returned to your servicing dealer or bicycle/motorcycle mechanic after one month or 200km of riding (which ever comes first) to re-tension the spokes. Then every six months or 1000km (which ever comes first) for a general service and thorough inspection. Failure to do this can void your warranty due to unnecessary wear.

3. Safe Riding Recommendations

Pre-ride Checklist

- ☐ Please make sure the brake lever sequence is correct for your country before riding. In UK, NZ and Australia the left brake lever is for rear brake and the right brake is for the front brake. In all other countries it is the other way: left for front, right for rear.
- ☐ Check the tyres for any visible damage.
- ☐ Check tyre pressures are 40-60psi, and adjust if necessary.
- ☐ Check for any loose nuts, bolts, or fixings.
- ☐ Check brake functions, cable tension, pad clearance, etc.
- ☐ Check all electronic functions are ok (functions detailed later in this manual).
- ☐ Check the reflectors are in place and the lights are working (detailed later in manual).

Torque Settings

Check bolts are tightened according to the following recommendations before you set off for the first time.

a. Seat pillar clamp nut/bolt	5N.M-8N.M
b. Brake cable anchor bolt	5N.M
c. Brake centre bolt	11N.M
d. Seat angle clamp bolt	24N.M
e. Crank axle nuts	R:42N.M
	L: 46N.M
f. Gear shifter nuts	4N.M
g. Rear carrier nuts	8N.M
h. Mudguard bracket nuts	8N.M
i. Handle bar clamp nut	17-20N.M
j. Quill stem bolt	19N.M
k. Seat tube clamp nut	4-7N.M
l. Rear wheel axle nuts	40-45N.M

m. Quick release front axle. Measured torque not typically used. Common i ndustry practice is resistance at lever half way through swing from open to fully closed.

For all other nuts, the torque depends on the nut diameter:

M4	2.5-4.0N.M
M5	4.0-6.0N.M
M6	6.0-7.5N.M

Note: make sure axle nuts are always done up tight on both wheels as connections to the motor and the dropouts can be damaged due to the axle spinning.

BATTERY	In-tube 36V 11.6Ah 417Wh LG advanced lithium ion battery. Superior weather proofing.
RACK	Alloy.
BRAKE	Front and rear disc brakes.
GEARS	Shimano 7 speed, 14-28T cassette.
CHAINWHEEL	Alloy 48T
FRAME	Alloy folding frame and foldable pedals.
HANDLE BAR	Alloy, 600mm wide. Height adjustable folding handle bars for relaxed, upright ride posture
MUDGUARD	Polypropylene guards with heavy duty stays.
TYRE	Innova IA-2128 specific for ebike 33TPI 1101# 20"*2.0 BK 1.2MM tube PWT A/V 48MM(STANDARD PRESSURE 241-414KPA)
RIM	Alloy double wall rims.
SEAT	Velo comfort seat.
DISPLAY PANEL	LCD console with 5 level Pedal assist.
MOTOR	Lightweight high speed brushless 250W
CONTROLLER	Sine Wave
LIGHTING	Integrated Buchel lighting system.
CHARGER	42V 2A
CABLES	Marine-rated cable plugs.
WARRANTY	2 year warranty on battery and motor, 3 years on frame, 12 months other parts.
DIMENSIONS	Folded: 88cm (L) x 73cm (H) x 42cm (W).

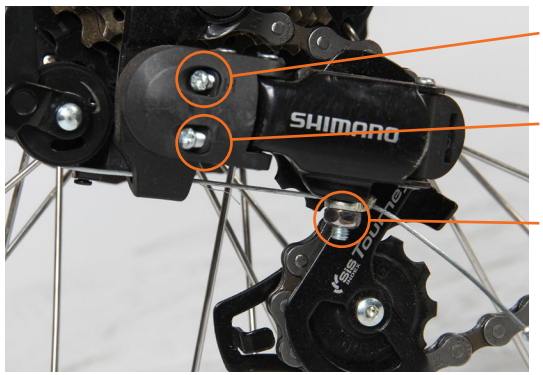
1. Gear Adjustment

Adjust the cable tension using the shift cable clamp to align guide pulley with the centre of the cogs (setting this in gear 3 or 4 is easiest).

Low adjustment: In 1st gear check and if necessary, turn the L adjustment screw so that the guide pulley moves to a position directly in line with the largest (1st gear) sprocket.

High adjustment: turn the crank arm while gear shifting the derailleur to move the derailleur to the top gear position, and then check and if necessary, turn the H adjustment screw to adjust so that the guide pulley is in line with the outer line of the smallest sprocket when looking from the rear.

Turn the crank arm to set the derailleur to the low position.

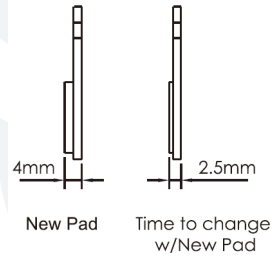


2. Brakes

Brakes should be firm and provide good stopping power. It is important to regularly adjust brakes as the pads wear (recommended yearly or if brakes feel soft and spongy). Failure to do so may compromise safety and cause damage to components.

2.1 Pad Wear

Ensure there is sufficient brake pad(Min 2.5mm including backing plate), replace the pad set as required.



2.2 Caliper adjustment

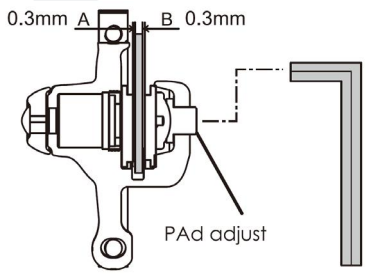
Loosen(do not remove) the two M6 bolts holding the caliper onto the mounting bracket. The caliper can then slide from side to side.

Adjust the caliper position so the moving pad (outside), is as close to the caliper as possible (approx 0.3mm) without rubbing on the rotor (spin the wheel to check). Then re-tighten the two

caliper mounting bolts, alternating until they are both tight. Spin the wheel to make sure there is no rubbing on any point on the rotor.

2.2 Inner Pad adjustment

Set the position of the inside stationary pad so the disc is centred. On the back(wheel side) of the rotor, there is a nut that can be turned to move the pad in or out. Turn it clockwise to the pad closer to the rotor. Adjust this pad to sit the same distance from the rotor than the opposing pad (0.3mm).
Test the brake lever, the pads should firmly clamp the rotor before the lever reaches the grip, readjust both pads closer if it does not.



2.3 Cable adjustment

Fine adjustment can be made using the barrel adjustment on the caliper. However this must NOT be used to compensate for pad wear.

3. Bike setup

It is important to set up your bicycle up for both safety and comfort, failure to do say may result in fatigue or injury.
Set the seat height:
Sit on the saddle
Place the heel of your foot flat on the pedal (with crank in the lowest position)
Adjust the seat height so your leg is fully straight.
Once height is set, move your foot so the pedal is under the ball of your foot, check that your leg has a slight bend at the knee.
Important! Do not extend the seatpost past the Minimum insertion mark. Doing so may result in frame/post failure. Serious injury may be caused.
If in doubt contact your local Smartmotion retailer for advice.
Tyre pressure:
Check tyre pressure before every ride. Ensure pressure is kept between the limits found printed on the side wall of the tyre.

4. Lubrication

Once a month lubricate all pivot points on your derailleur and the derailleur pulleys with suitable chain lube.

Every three months lubricate the brake lever pivots, gears, cables and chain with suitable oil.

5. Storage

While your bike has been designed to withstand the elements, long term exposure can cause issues. Store your bike dry, indoors where possible, especially in coastal/high salt areas. Use the supplied cover if storing outdoors.

6. Cleaning your electric bike

Warm soapy water and a cloth can be used to clean the frame of your bike, but care must be taken not to immerse any of the electrical components; they are rainproof but cannot be immersed in water. The motor can be cleaned with a soapy cloth, but also must not be immersed in water. The battery can be cleaned with a damp cloth, then dried afterwards.

Note: in salty conditions it is essential to clean and lube your bike regularly.

7. Other Maintenance

Your bicycle must be returned to your servicing dealer or bicycle/motorcycle mechanic after one month or 200km of riding (which ever comes first) to re-tension the spokes. Then every six months or 1000km (which ever comes first) for a general service and thorough inspection. Failure to do this can void your warranty due to unnecessary wear and tear.

Excluding the electric drive aspect, your Smartmotion bicycle is a regular bicycle, with regular components. Your dealer will be able to explain to you the general care and maintenance of the normal bicycle components. You should pop your bike in for a check-up after about a month's use as new gear and brake cables will stretch, then every 6 months after that.

The electric drive system is maintenance free and has self-diagnostic codes that will be displayed on the LCD console (detailed later in this user guide) should anything go wrong. Again, speak to your dealer should any issues arise.

✓ **Do** treat your ebike like any bicycle you would want to last well… keep it stored somewhere secure and away from the weather elements.

✗ **Don't** treat your ebike as a dirt-bike! The motor and battery are weather proof, but not water-tight. It is ok in rain, but not to ford streams, etc!

✗ **Never** take your ebike on the beach as salt water and sand will drastically shorten the lifespan of many of the ebike's components (motor, gears, wiring connections, etc).

Note: Your warranty is void if evidence of salt, sand, or water damage are present within the compo
Important: If you live very close to the sea, you should keep your bike indoors when not in use. This will ensure the longevity of your ebike and its subcomponents and will help streamline maintenance and care duties.

✗ **Don't** power up the throttle while the eBike is held stationary. Motor operation for more than a few seconds while the wheel is locked/stationary can damage the motor and controller.

Important: Your bike will arrive with the battery partially charged. You should connect the battery to it's charger before using for the first time. It's also best to fully use all of the battery capacity for it's first use, and once per year thereafter, However "top-up" charging the battery between these intervals is ok.

Note: The Voltage Meter displayed on the LCD may represent lower values when the motor unit is under load(on hills, etc), this is normal. Battery capacity readings are most accurate when the bike is idle and not under load or use.

✓ **Do** take extra care on the road as you will be travelling faster than you normally do on a bike and your bike is now power-assisted, so will behave differently.

✓ **Do** return your eike to the Smartmotion dealer where pruchased for service and maintenance.

✗ **Don't** let others ride your eBike unless you have properly explained safe and appropriate use to them.

✗ **Don't** use your charger outdoors. It is for indoor use only.

6. Do's and Don'ts

✗ **Don't** attempt to open the motor or battery should your system malfunction, or for any other reason. Anti-tampering labels are applied to both the motor and battery units and breakage of the seals will void the Limited Warranty

✓ **Do** make sure you charge the battery according to recommendatuons dound in the battery care guide.

✓ **Do** top up your battery where practical. Lithium batteries prefer shallow discharge patterns. Keeping your battery topped up between rides will prolong the life of your battery.

✓ **Do** disconnect your battery from the charger when it is charged. Leaving it connected permanently when not in use will shorten cell life.

✓ **Always** charge your Smartmotion battery in a safe and isolated space, away from combustibles and in a well-ventilated area. Ensure airfolw is available

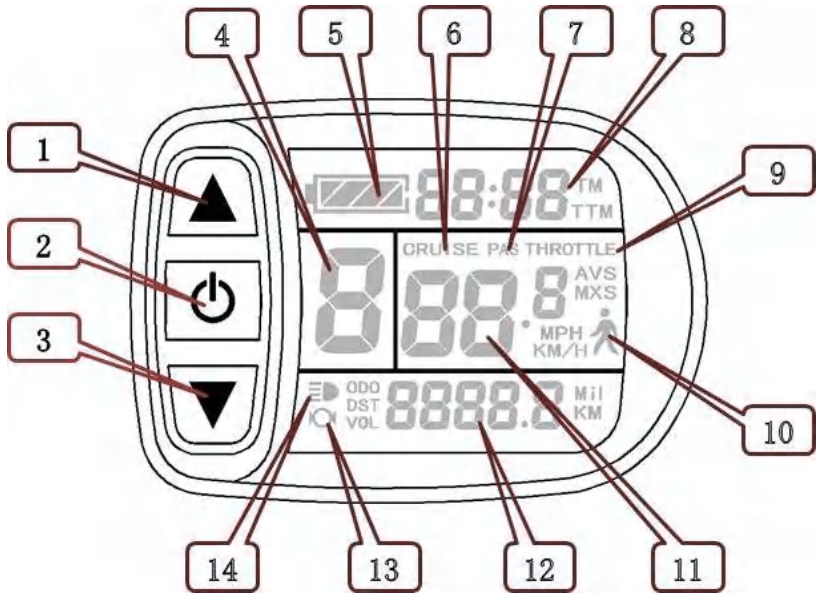
✗ **Never** leave a fully discharged battery uncharged for more than a week. Doing this causes irreparable damage to your battery and is a listed exclusion in the Limited Warranty.

✗ **Don't** leave your battery for more than 3 months without checking it's capacity and top-up charging it where needed.

Note: A Smartmotion battery neglected for a prolonged period of time causes exponential voltage loss and associated cell damage. This will void the battery's 2-year warranty. It is to your advantage to properly care for your battery and is the most valuable component on your samrtmotion ebike.

Important: Ebike batteries can be dangerous! Lithium Ion batteries contain a vast amount of electrical and chemical energy which is stable within the scope of normal usage and care. Long-term deviation from the recommendations detailed in the Battery Care Guide can expose your battery and surrounding property to risk of combustion. While extremely unlikely that whis occurs, precautions must be taken by the owner to ensure that all associated risks are mitigated through careful and proper use.

1		Up Button
2		Power Button
3		Down Button
4	ASSIST	Power Assist Level
5		Battery Capacity indicator
6	CRUISE	Cruise Function
7	PAS	Power-Assisted Function
8	TM	Single Trip Time
	TTM	Total Trip Time
9	THROTTLE	Throttle Display
10		6Km/h Walk Mode
11	Km/h	Speed Unit - Km/h
	MPH	Speed Unit - MPH
	MXS	Max Speed
	AVS	Average Speed
12	Km	Distance in Km
	Mil	Distance in Miles
	DST	Distance - Trip
	ODO	Distance - Total
	VOL	Battery Voltage
13		Brake activated
14		Backlight and headlight activated



8. Display Panel - Functions

Your display is controlled with 3 buttons located on the side of the keypad.

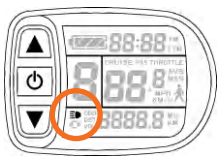
1. Power On/Off

Press and hold to start the display and power up the bike.

To turn off, press and hold again

Note: the display and bike will automatically power off after 5 minutes without use.

2. Operation



- Display Backlight and Headlights

Hold the 'Up' button to toggle the Display backlight and the headlight on/off. The symbol will display to indicate status.

- Assist Setting

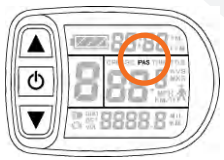
While on the main screen, click the or buttons to select the desired assist level 1-5. (1=minimum assist, 5=maximum). Level 0 can be selected for no assist. By default, level 1 will be selected on power-on.

- Walk Mode

To activate walk mode, hold down , the bike will move at 6Km/h. Releasing will cancel walk mode.

- Throttle

When using the thumb throttle, the THROTTLE will display.



- Pedal Assisted Riding

When riding in standard pedal Assist mode the PAS symbol will display.

-Clearing Trip Meters

After power has been on for 5 seconds, hold down the ▲ and ▼ buttons together, single trip time(TM) and single trip distance(DST) will begin to flash. Hold down ⏻ and the meters will reset to zero. The display will return to the original screen after 5 seconds. If in that time the ⏻ button is not held, trip meters will not be reset.

- Display settings screens

There are three display screens which you can cycle between with a short press of the ⏻ button.

Display 1.

Real time speed/Distance

Display 2.

Average Speed/Odometer

Display 3.

Max Speed/voltage

The Display will automatically switch back to display 1 after 5 seconds of inactivity.

3. Error Codes

If there is something wrong with the electronic control system, the display will flash an error code automatically (see table below for codes). Should you receive an error code, contact your local dealer for advice. Once the fault has been resolved the fault will stop displaying.

Before contacting service center please check all plugs for loose connections.

01_info	Throttle abnormality
03_info	Motor hall sensor abnormality
04_info	Torque sensor abnormality
05_info	Speed sensor abnormality
06_info	Motor or controller short circuit abnormality

4. System settings

- Maximum Assisted Speed

It is possible to set the maximum speed that motor assist to.

After power has been on for 5 seconds hold ▲ and ▼ at the same time. Maximum riding speed and MXS will flash, press the ▲ or ▼ buttons to adjust the desired max speed (default is set to 25Km/h). Press ⏻ to set the speed and move to the next parameter setting.

- Wheel Diameter

It shouldn't be necessary to adjust the wheel diameter, by default it is set to the correct size(20 inch) however if it is accidently reset to an in correct size follow these instructions.

After seeting the maximum assist speed the display will change to wheel diameter. for the E20, leave this set to '20'. if for some reason it is not on 20, use the ▲ or ▼ buttons to adjust.

Press ⏻ to set the diameter and move to the next parameter setting.

- Measurement Units

It is possible to change between metric and imperial measurement units for personal preference.

After confirming wheel diameter, Km/h and Km flash, pressing ▲ or ▼ will switch between metric and imperial.

wait until the unit stops flashing, then hold down ⏻ to save and exit the settings screens.

At any stage during the setting, it is possible to save and exit the settings screens by holding down the ⏻ button.

The display will automatically exit from the settings screeens (without saving changes) after 1 minute of inactivity.

Charging your Battery

You can charge the battery on or off the bike. The charge terminal is on the side of the battery, accessable whil on the bike via an access port on the left side of the down tobe. Plug the charger into the wall and switch on. Turn on the battery then lift the rubber cap and plug in your charger. The charge light on the charger will show red, and turn green when the battery is fully charged.

Plugging a live charger into the battery while it is turned off can create a spark.

Note: be careful to properly reinstall the rubber cap before re-using your bike.

Battery Removal

The battery is secured by double lock. To remove the battery, you need to insert the key and turn clockwise until hearing ‘click’, the battery will pop up.Take the battery out until hearing the ‘click’, helps you to reload the battery into the frame.

Before loading the battery,please make sure the key lock is in unlocked position. To secure the battery,please turn the key fully anticlockwise after loading the battery.

10. Battery Instructions

Battery level

On the centre spine of the battery is the battery level indicator. When pushed, the led will illuminate Green (fully Charged), Yellow (part-charge), or red (low charge/empty).

Connections

All ebike components (throttle, brake sensors, controller, etc) on the SmartMotion bikes have isolating marine-rated plugs, so should you damage a component replacement is easy. Take the bike to your local dealer and they will order a replacement part.

WARRENTY

Your SmartMotion bike is covered by the following extensive Warranty

FRAME	3 YEARS
MOTOR	2 YEARS
BATTERY	2 YEARS
CONTROLLER	1 YEAR
OTHER COMPONENTS	1 YEAR
RIDER WEIGHT LIMIT	100 KG
CARGO WEIGHT LIMIT	25 KG
COMBINED WEIGHT LIMIT	125 KG

Definitions

"PRODUCT" means any individual component, subcomponent, assembly,or complete unit that has originated from or is a Smartmotion electric bike.

"WARRANTOR" means the licenced Smartmotion Bikes importer in the country of sale.

"PURCHASER" means the purchaser, consumer, or end user of the PRODUCT by way of purchase, gift, or prize from an authorized dealer.

Limited Warranty

SMARTMOTION BIKES ("WARRANTOR") warrants that each Smartmotion PRODUCT will be free from defects in quality, material and workmanship from TWELVE (12) months to THIRTY-SIX (36) months (refer to the warranty schedule for details) from the date of the first retail purchase of the PRODUCT. The Limited Warranty is referred to herein as the "Limited Warranty". The PURCHASER's sole and exclusive remedy under this Limited Warranty for defects in the PRODUCT shall be the repair, replacement or credit/refund arrangement, at the WARRANTOR's sole discretion, of the defective PRODUCT, or subcomponents thereof. By purchasing the PRODUCT, the PURCHASER is deemed to accept the terms of the Limited Warranty. The validity, construction and performance of the Limited Warranty shall be governed by the laws and regulations of the respective country in which the product was sold.

Exclusions

1. This Limited Warranty will be automatically and immediately null and void if the serial number of the PRODUCT is altered, erased, defaced or otherwise subject to any tampering.

2. This Limited Warranty will be null and void and the WARRANTOR will have no liability or responsibility with respect or relation to exclusions which include but are not limited to:

a. The failure to properly assemble, use, maintain, store, or transport the PRODUCT as specified in any manuals or other literature supplied by WARRANTOR, on WARRANTOR's website, or in accordance with any applicable laws, codes, regulations or standards;

b. The failure to meet the six-month service schedule;

c. Any PRODUCT purchased from any entity other than WARRANTOR, WARRANTOR's OEM (original equipment manufacturer) customers, or WARRANTOR's authorized dealers;

d. Any observed damages, failure, or underperformances observed to the motor or controller units or any subcomponent thereof as a result of or related to the following:

i) Subjecting the motor or controller unit(s) to electrical overload by using the PRODUCT in a way for which it was not intended;

ii) Subjecting the motor or controller unit(s) to electrical overload caused by improper use of the gear train / shifter;

iii) Using the throttle to power the bike from a stationary position;

iv) Submerging the motor unit;

v) Unauthorized modification, tampering or opening of the motor or controller unit;

e. Any observed damages, failure, or underperformances observed to the battery or charger units as a result of or related to the following:

i) Subjecting the battery unit to neglect by leaving it in a discharged state (less than 100% capacity) for a prolonged period of time;

ii) Leaving the charger unit connected to the battery unit for a prolonged period after the battery has fully charged;

iii) Significant impact or other evident damage to the battery or charger units;

iv) Charging the battery in a wet environment or outside;

v) Unauthorized modification, tampering or opening of the battery unit;

vi) Prolonged and unnecessary exposure to rain or sea spray during storage or transport;

vii) Submerging the battery or charger unit(s);

viii) Using any charger unit other than a correct original or replacement Smartmotion charger unit;

ix) Gradual decline of battery capacity that falls within the expected capacity decay schedule (appended in the BatteryCare Guide which has not been affected by (i)

f. Any failure of the PRODUCT or any subcomponent thereof occurs where the combined weight of rider and cargo using the PRODUCT have exceeded 125kg;

g. Any subcomponent, part or accessory of the PRODUCT that has failed or has sustained damage where there is evidence of corrosion, rust, exposure to salt water, spray or air, or other deterioration of surfaces due to improper care, maintenance and/or storage;

h. Any damage inflicted to the PRODUCT or subcomponent that may have been caused by irregular or substandard aftermarket components installed on the PRODUCT;

i. Alteration, change or improper modification of the PRODUCT, including its subcomponents, parts or assemblies;

j. Cosmetic issues, such as scratches, chips or colour deviations;

k. Accidents, neglect, misuse, abuse, improper use, lack of reasonable or proper maintenance, improper assembly, repairs improperly performed, improper replacement parts, use exceeding the recommended and permitted limits of the PRODUCT, or not following the warranty procedure set forth herein;

l. Damages sustained to the PRODUCT due to activities including but not limited to acrobatics, stunt riding, ramp riding, racing, or otherwise reckless riding for which the PRODUCT is not designed for;

m. Part or full failure of the PRODUCT or its subcomponents that are subject to normal wear or deterioration which include but are not limited to:

(i) Chain, gear or sprocket wear;

(ii) Bearing wear including that of hub, motor and drive train component assemblies;

(iii) Brake pad, fluid, seals and disc wear;

(iv) Tyre and tube wear

(v) Handgrip, pedal, and saddle wear;

(vi) Battery capacity decay;

n. Any damage or loss inflicted to foreign components, accessories, items or other assembly affixed or installed on the PRODUCT that is not a native subcomponent of the PRODUCT which has occurred as a part of or related to a claim herein otherwise;

o. Any expenses related to the transportation of the PRODUCT to or from an authorized service centre, labour costs to remove parts from the PRODUCT, compensation for loss of use while the PRODUCT is being repaired, or provision of a substitute electric bicycle while the PRODUCT is being repaired;

p. Any defect or non-conformity that has not been timely and promptly communicated in writing to WARRANTOR or WARRANTOR's authorized representative as set forth herein;

q. Any damage, loss or expense caused by unforeseen events or force majeure;

r. Loss of time, loss of use, inconvenience, loss of profits, lost business, lost business opportunities, damage to reputation, goodwill or any incidental or consequential damages arising out of or relating to the PRODUCT, or other matters not specifically covered hereunder.

s. Use of the PRODUCT as a rental or leased bicycle or for any other commercial use (i.e. a bike used for commercial deliveries) shall render the Limited Warranty immediately null and void.

t. Any damage inflicted to the PRODUCT or its subcomponents during transport or otherwise as a result of:

(i) Improper or inadequate packing of the PRODUCT for transit;

(ii) Intentional further damage inflicted by continuity of riding or use;

(iii) Third-party transport contractor mishandling (i.e. courier drivers / vehicles)

PROCEDURE OF WARRANTY CLAIM

In the event of any alleged fault, malfunction or defect with the PRODUCT or any of the PRODUCT'S subcomponents, the PURCHASER accepts obligation to return the PRODUCT within FOURTEEN (14) calendar days to an authorized representative of the PRODUCT. Whether or not the entire PRODUCT is submitted or not, the submission of the bike or subcomponent must be accompanied by:

a) The unaltered frame number, or photograph of the frame number, of the PRODUCT;

b) The serial number of the relevant subcomponent if required by the WARRANTOR;

c) Full proof of purchase clearly displaying the PRODUCT(S) purchased and the date of purchase;

To complete a valid claim, the PURCHASER must:

1. Contact the place of purchase, or other authorized dealer, distributor, or manufacturer of the PRODUCT to report the claim, and await instruction as to the method of submission. The PRODUCT or subcomponents of the PRODUCT relevant to the claim must be surrendered for a claim application.

2. Agree to supply any photographs, videos and/or other relevant information requested by the WARRANTOR;

3. Allow up to THIRTY (30) days from the date of submission for the WARRANTOR to provide confirmation as to the repair, replacement or other remedy that the WARRANTOR has deemed appropriate, unless the WARRANTOR advises of a longer time frame in advance. The PURCHASER must allow additional time for transit of the PRODUCT or its subcomponents. The WARRANTOR cannot be held responsible for delays caused by any force majeure incidents while the product is in transit.

NO TRANSFER OF LIMITED WARRANTY

This warranty is made by the WARRANTOR with only first PURCHASER of the PRODUCT via an authorized dealer. The limited warranty does not extend to any subsequent PURCHASER or any third parties. The unexpired portion of this Limited Warranty may not be transferred to any entity.

This bicycle conforms to the follwing standards

EN 14764:2005

EN 15194: 2009+A1:2011 (for Australian market)

EN 14872:2006

AS 1927

EN 14764:2005

a) Cycling conditions: ambient temperature of -10° to 35°C, flat roads;

Your bicycle meets the following for standard EN 15194: 2009+A1:2011 (Australian Spec)

Electric-power- assistant bicycle, equipped with pedals and an auxiliary electric motor, which cannot be propelled exclusively by means of this auxiliary electric motor, except in the start-up assistance mode, and the start-up assistance speed is less than 6 km/h.

12. Conformity

You bike has been fitted with a carrying rack that meets EN 14872:2006

Important notes:

1. Do not overload the rack. Maximum carrying capacity of the luggage carrier is 25Kg.
2. When you need to use the rear rack, please check mounting screws are tight.
3. Do not modify the luggage carrier
4. Do not pull a trailer with the luggage carrier.
5. Do not transport heavy objects; if a heavy object is put on the rear rack, the bike's steering performance will be affected and the braking performance will be reduced, as will result in danger
6. Ensure that any luggage or child-seat fitted to the luggage carrier is securely fitted in accordance with the manufacturer's instructions and that there are no loose straps that can get caught in any of the wheels.
7. When luggage is attached to the luggage carrier, do not obscure the reflectors and lamps.
8. Distribute luggage evenly between the two sides of the luggage carrier.

Model: _____ *Dealer:* _____

Serial Numbers: _____ *Purchase Date:* _____

6 Weeks/200km

Date: _____

Shop: _____

Mechanic: _____

12 Months

Date: _____

Shop: _____

Mechanic: _____

6 Months

Date: _____

Shop: _____

Mechanic: _____

24 Months

Date: _____

Shop: _____

Mechanic: _____

REASON TO RIDE

SMARTMOTION electric bikes