



## WARRANTY INFORMATION

• Your warranty is contained below. Please be sure to read the warranty in its entirety and return the Warranty Registration Form located on the last page of this Manual. • Like any mechanical device, a bicycle and its components are subject to wear and stress. Different materials and mechanisms wear or fatigue from stress at different rates and have different life cycles. If a component life cycle is exceeded, the component can suddenly and catastrophically fail, causing serious injury or death to the rider. Scratched, cracks, fraying and discoloration are signs of stress-caused fatigue and indicate that a part is at the end of its useful life and needs to be replaced. While the materials and workmanship of your bicycle or of individual components may be covered by a warranty for a specific period of time by the manufacturer, this is no guarantee that the product will last the term of the warranty. Product life is often related to the kind of riding you do and to the treatment to which you submit the bicycle and the standard of maintenance and care you have for your bike. The bicycle's warranty is not meant to suggest that the bicycle cannot be broken or will last forever. It only means that the bicycle is covered subject to the terms of the warranty.

.....LIMITED  
WARRANTY Ten Year Limited Warranty Bicycle Components EBC warrants that all new EBC bicycles and components therein are warranted to the original retail purchaser ("Purchaser") against manufacturing defects in materials and/or workmanship for a period of ten (10) years from the date of original retail purchase.

EBC will rebuild the frame or motor if met under certain pre-conditions. The original receipt of purchase is required to establish proof of purchase and warranty date and must be provided to EBC for all warranty claims.

The Purchaser is responsible for paying any shipping or transportation costs incurred in returning and receiving the frame or motor to EBC.

Five Year Limited Warranty Battery EBC warrants to the original purchaser that the battery is free of defects in material and workmanship for 60 months. The defective product will be replaced or repaired if met under certain pre-conditions. The warranty period for a battery is calculated from the original battery purchase date. The original receipt of purchase is required to establish proof of purchase and warranty date and must be provided to EBC for all warranty claims.

The original battery sale receipt must be maintained for any further claims. All replacement batteries will be warranted for the balance of the original warranty period. **After 5 years and/or 500 cycles it is mandatory to replace battery. If you drop the Bicycle or are involved in an accident and there is structural damage to the Bicycle, for your safety the Bicycle needs to be serviced and the battery must be replaced.** NOTICE:

- Please keep battery pack in cool and dry condition, charge under 0-40 degrees C, discharge under -20-45 degrees C.
- Please use recommended charger, charging time shall not be longer than 7-10 hours, standard charging current 0.2C
- Please charge battery at least 2 hours every three months when you need to store it for a long time
- Please handle the battery pack gently to avoid inner components damage
- Do not put battery pack in water, acid alkali, salty liquid or expose to extended heavy rain
- Do not put battery pack under high temperature, e.g. heating, close to fire or extended or severe sun exposure
- Do not reverse the positive and negative pole
- Do not damage, disassemble or short circuit battery pack

We warranty manufacturer defect, but if it's because the battery was not charged and went dead overtime – it will not be able to recharge. You will need a new battery.

The cost to perform a battery warranty exchange within the first 3 months after receiving your bike is \$399.00. This fee is collected prior to us processing the warranty exchange. Upon receipt of payment, we will send you a return label to send the defective battery back to us. Once we receive the defective battery back, we will refund you \$100 under our warranty program. If we find a manufacturer defect, we will refund you \$100 under our warranty program.

For Model Y and M bikes, you will receive a new basket with the battery integrated and a refund from your local bike shop that performs the installation of the new basket.

If it has been more than 3 months after receiving your bike, the cost to perform a battery warranty exchange is \$399. This fee is collected prior to us processing the warranty exchange. Upon receipt of payment, we will send you a return label to send the defective battery back to us. Once we receive the defective battery back, we will refund you \$100 under our warranty program. If we find a manufacturer defect, we will refund you \$100 under our warranty program.

If we find that it is not a manufacturer defect; for example, not charging your battery every 2-3 months during non-use, no refund will be offered.

**Remember to always charge your battery every 2-3 months when not in use.**

Please contact our Customer Support team to setup a Battery exchange.

## **MOTOR WARRANTY**

The cost to perform a motor warranty exchange within the first 3 months after receiving your bike is \$399.00. This fee is collected prior to us processing the warranty exchange. Upon receipt of payment, we will send you a new motor and rear wheel with a return label. We will reimburse you the cost to have either a local bike shop or Velofix swap out the wheel and motor. Please send the defective wheel and motor back to us. Once we receive the defective wheel and motor, we will refund you \$100 under our warranty program. If we find a manufacturer defect, we will refund you \$100 under our warranty program.

If it has been more than 3 months after receiving your bike, the cost to perform a motor warranty exchange is \$399. This fee is collected prior to us processing the warranty exchange. Upon receipt of payment, we will send you a new motor and rear wheel with a return label. We will reimburse you the cost to have either a local bike shop or Velofix swap out the wheel and motor. Please send the defective wheel and motor back to us. Once we receive the defective wheel and

motor, we will refund you \$100 under our warranty program. If we find a manufacturer defect, we will refund you \$100 under our warranty program.

If we find that it is not a manufacturer defect, no refund will be offered.

Please contact our Customer Support team to setup a Motor exchange.

**LIMITATIONS ON GUARANTEE WARRANTY:**

THIS IS ELECTRIC BIKE COMPANY'S EXCLUSIVE WARRANTY, NO PARTY IS GRANTED EXPRESS OR IMPLIED AUTHORITY TO CHANGE OR ANNUL THIS WARRANTY IN ANY MANNER, IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY, EBC DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

If you purchase your battery in a state/province that disallows limitations on implied warranty, or exclusion or limitation of special, incidental or consequential damages, the limitation and exclusions stated above may not apply to you. This warranty gives you special legal rights. You may also have other rights which vary from state/province to state/province. This warranty is extended only to the original retail purchaser.

Terms of Limited Warranty

The warranty becomes effective on the date of the original retail purchase. The warranty is not meant to suggest or imply that the Bikes cannot be broken or will last forever. It does mean that the Bicycle is covered subject to the terms of the warranty. This warranty applies only to the original Purchaser of the EBC Bicycle and is not transferrable to subsequent owners or any other party. This warranty is void if the Bicycle is subjected to abuse, neglect, improper repair, improper maintenance, alteration, modification, an accident or other abnormal, excessive or, improper use, at the sole discretion of EBC. During the duration of this warranty, EBC, at their cost, will either repair the Bicycle or Bicycle component(s), or at EBC's sole discretion, will replace any defective Bicycle or component(s). with the same or equivalent component(s). The foregoing warranties are in lieu of and exclude all other warranties not expressly set forth herein, whether express or implied by operation of law or otherwise, including, but not limited to any warranties of merchantability or fitness for a particular purpose. In no event shall EBC be liable for incidental, consequential or punitive damages arising from use or unavailability of the Bicycle or component(s) in any manner, including, without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other theory. EBC's liability hereunder is expressly limited to the repair or replacement of Bikes or component(s) or at EBC's sole discretion, to the net amount paid to the original retail Purchaser. If the original retail Purchaser elects to repair a defective Bicycle or component(s) himself or use the services of someone other than EBC (or its designee) to repair the Bicycle or if Purchaser uses a replacement part not authorized by EBC, EBC will not be liable for any damage, failure or loss caused by the use of such unauthorized service or parts. Warranty terms, service availability, and service response times may vary from state to state, country or region. Warranty service response time is subject to change due to local parts availability. Your EBC authorized service provider can provide you with additional details. EBC will not alter form or function of this EBC bicycle to make it operate in a country for which it was never intended to function for legal or regulatory reasons. EBC is not responsible for any tariffs or duties that may be incurred in transferring the products. Transfer of the products may be covered by export controls issues by the United States or other governments.

THIS WARRANTY IS VOID IN ITS ENTIRETY WITH ANY MODIFICATION OF THE FRAME, FORK, OR ANY COMPONENTS. THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF A DEFECTIVE ITEM AND IS THE SOLE REMEDY OF THE WARRANTY. THIS WARRANTY EXTENDS FROM THE DATE OF PURCHASE, APPLIES ONLY TO THE ORIGINAL OWNER AND IS NOT TRANSFERABLE.

This warranty does not cover:

- Normal wear and tear - Damage or failure from abuse, neglect, misuse, or accident - Improper assembly and/or follow-up maintenance - Damage from stunt riding, jumping, acrobatics, or similar activities or any activity that is not consistent with the intended use of the bicycle
- Damages resulting from failure to follow instructions for the Use and Warnings as provided in the Operator's Manual - Damages resulting from improper care or use of the battery or charger - Installation of components, parts, or accessories that are not originally intended for or compatible with the EBC bicycle as sold - Under performance of the battery after being fully charged and discharged more than 500 times

All warranties are void if the Bicycle is used for any purpose other than the reasonable intended use of the Bicycle. Additionally, this warranty does not cover damage associated with commercial use.

**Consumer Rights:**

This limited warranty gives the consumer specific legal rights. The consumer may also have other legal rights, which vary from state to state or province to province. This warranty does not affect the statutory rights of the consumer. Some states and countries do not allow the exclusion or limitation of incidental or consequential damages or warranties, so some of the above limitations or exclusions may not apply to you.

PLEASE REGISTER YOUR ELECTRIC BIKE BY SUBMITTING THIS FORM TO:  
[www.electricbikecompany.com/register-your-bike](http://www.electricbikecompany.com/register-your-bike) YOU MUST REGISTER YOUR ELECTRIC BIKE WITH EBC WITHIN 30 DAYS OF PURCHASE FOR WARRANTY TO BE VALID  
EBC WARRANTY INFORMATION

Bicycle Serial Number1: \_\_\_\_\_

Battery Serial Number2: \_\_\_\_\_

Model: \_\_\_\_\_

Color: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Dealer's Name: \_\_\_\_\_

Dealer's Phone: \_\_\_\_\_

Dealer's Email: \_\_\_\_\_

1 BICYCLE SERIAL NUMBER IS ENGRAVED UNDERNEATH THE CRANK OF YOUR ELECTRIC BIKE COMPANY 2 BATTERY SERIAL NUMBER IS ON THE BOTTOM OF THE BATTERY OR NEXT TO THE KEY SLOT BELOW THE BARCODE