

User Manual

Pedelec and Pedal Assist

A pedelec (from pedal electric cycle) or EPAC (Electronically Power Assisted Cycles), is a type of electric bicycle where the rider's pedalling is assisted by an electric motor.

Pedal assist is a mode on your moped bike that provides power from the motor to help you pedal more easily and move faster. When you turn on pedal assist and choose your level of assist, the motor will provide a certain level of power output as you pedal. This may feel like a slight push as you ride.

*Before your first operation, please read the user manual carefully!

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1. Note

Before your first ride, it is important for you to know your new pedelec well, so that you can get the best performance, comfort, enjoyment and safety from it during your ride. To understand the new bicycle and the correct operation, you should first read the manual carefully.

Second, it is significant to take your first ride under a safe and controlled circumstance, like staying away from cars, obstacles and other cyclists.

Third, bicycles are vehicles with certain risks. Please follow the traffic rules during cycling. It's better to learn the local traffic rules about riding an pedelec on public roads before your first ride in case you violate the regulations. For your own safety, never forget to put on a qualified helmet before you get on the pedelec.

Fourth, the pedelec is supplied without basic mandatory equipment, which may vary from place to place. Therefore, if you intend to use the pedelec on public roads, it's necessary to equip the bike with the basic mandatory equipment, in accordance with the relevant laws and regulations.

In addition, this product is designed for your personal use. Do not use it for commercial or other purposes.

Last, keep this manual safe for reference.

2. A Warning

Before each charge, check the charger, cable and plug. If there is any damage, do not use the charger.

It is not recommended to charge the battery indoors.

Before riding, check the tire pressure and check whether the wheels and handlebar are installed correctly and tightly.

Before riding, check whether the headlights are securely fastened in the correct position, clean and not covered by anything. Damaged reflectors must be replaced.

Besides, if the seat post in the seat tube is not inserted deep enough to reach the minimum insertion mark, the seat post may break. Check whether it is inserted deeper than the minimum insertion depth.

When braking on a wet road, the braking distance is usually longer than on a dry road. Therefore, brake earlier for a safer stop.

When you have to brake urgently, please hit the right hand brake first to stop the rear wheel, and then hit the left hand brake, especially when you brake at a high speed. If the front wheel stops suddenly while the rear wheel is still cycling at a high speed, you may fall over and get hurt. So please ride it carefully.

Furthermore, avoid puddles, wet mud, swamps, water, snow or ice. Try not to use the pedelec on a rainy, stormy or snowy day. If the bicycle's electric parts (control unit, engine and battery) get damp, wet or soaked, it will cause irreversible damage,



or even a battery explosion.

The handlebar may be affected as the user steers or brakes the bike.

This product can only be used by one adult at a time. Do not carry any extra passengers.

This vehicle is not a toy. Same as other vehicles, it is possible to fall, crash or encounter other dangerous situations. Please don't offer your pedelec to anyone that doesn't know how to use it correctly. If you let anyone else ride your bike, it will be your responsibility to ensure that all riders understand all warnings, cautions, instructions and safety precautions, and to ensure that they are able to use this product safely and responsibly and protect themselves and others from injury.

Do not modify your bike. You'll be responsible for any issues caused by your personal modification.

To reduce the risk of injury, close supervision is necessary when the product is used near children.

Do not put fingers or hands into the product.

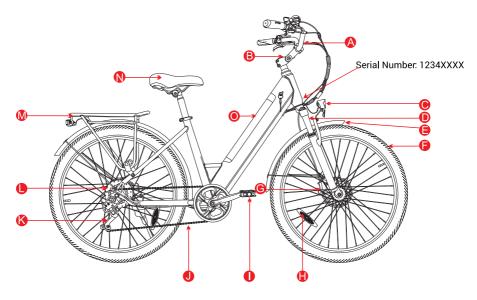
Caution: To reduce the risk of fire, use only the original battery charger provided by the manufacturer.

This equipment is not intended to be used at ambient temperatures less than -20° C (-4° F) or above ambient temperatures of 60° C (140° F).

The battery is intended to be charged when the ambient temperature is between 0°C (32°F) and 45°C (113°F). Never charge the battery when ambient temperatures are outside this range.

This appliance is not intended for use by individuals (including children) with reduced physical, sensory, or mental capabilities, or those lacking in experience and knowledge, unless they have been provided with supervision or instruction regarding the appliance's use by a person responsible for their safety. Children must be supervised to ensure they do not play with the appliance.

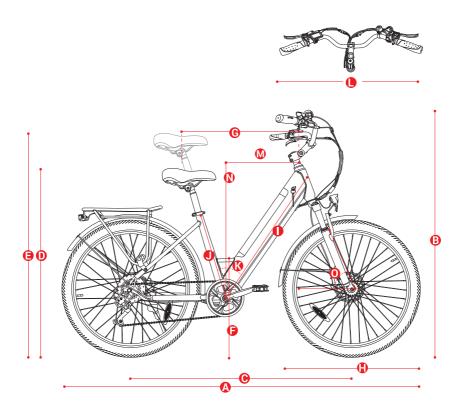
3. Diagram



| A. Handlebar with Display | B. Adjustable Stem | C. Headlight |
|---------------------------------|--------------------|--------------|
| D. Suspension Fork with Lockout | E. Mudguard | F. Wheel |
| G. Brake | H. Spoke Reflector | I. Pedal |
| J. Chain | K. Rear Derailleur | L. Motor |
| M. Rear Rack with Taillight | N. Saddle | O. Battery |



| 1. Handle | 2. Brake Lever | 3. Display with Buttons | |
|-------------------------|----------------|-------------------------|--|
| 4. Bell 5. Gear Shifter | | | |



| A. 70" | B. 45.5"-46.5" | C. 42.7" |
|----------|----------------|----------|
| D. 32.7" | E. 43.3" | F. 19.5" |
| G. 22" | H. 27.5" | I. 28" |
| J. 17.5" | K. 54° | L. 26" |
| M. 15" | N. 24.8" | O. 69° |



4. Specification

| | Size of Frame | 9 | 27.5"x17.5" |
|---------------------|-------------------------|-------------|--|
| | Unfolded Size | | 1775x670x1100mm |
| | Width of Han | dlebar | 660mm |
| | N.W. | | 27kg |
| | Max Load | | 120KG |
| Basic Spec. | Waterproof L | evel | IPX4 |
| вазіс орсс. | Material of F | rame | STL |
| | Max. Range | Assist Mode | 100km |
| | | Manual Mode | No Limit |
| | Cut-off Speed | d | 25km/h |
| | Pedal Assist | Levels | 12/15/18/21/25 km/h (Level 1-5) |
| | Shifter Quant | ity | 7 (Rear) |
| Derai ll eur | Brand | | Shimano |
| | Control | | Shift gears by pushing the thumb shifter |
| Motor | Rated Power | /Voltage | 250W / DC36V |
| IVIOLOI | Max. Output | Torque | 45N.M |
| | Capacity/Voltage | | 15.6Ah / DC36V |
| | Power Capacity | | 561.6Wh |
| Battery | Charging Time | | 8h |
| | Protection System | | Yes |
| | Model | | FY-4202000 |
| Charger | Input | | AC100V-240V 50/60Hz 2.5A |
| | Output | | 42V 2A |
| Brake | Туре | | Hydraulic Disc Brake & E-Brake |
| | Outside Dian | neter | 160mm |
| | Thickness | | 1.8mm |
| Brake Disc | Control | | Brake front wheel by the left hand and rear wheel by the right hand in the EU; Brake front wheel by the right hand and rear wheel by the left hand in the UK; |
| | Size | | 27.5"x2.1" |
| | Type, Materia | al | Pneumatic Rubber Tires |
| Tire | Tire Pressure | 9 | 30~45PSI |
| THE | Best Tire Pressure | | 35~40PSI |
| Display | Size, Type | | 2.6" LCD |
| | Туре | | Suspension Fork with Lockout |
| Shock | Suspension ⁻ | Travel | 80mm |
| Absorption | Control | | Lock/unlock the suspension by rotating the knob on the top of the suspension fork. |
| Recommende | ed Rider Height | S | 160-195cm |

Note: The max range and cut-off speed data are provided by the brand's lab. The max range is achieved under the following conditions: fully charged battery; optimal tire pressure; 70kg load; constant speed of 15 km/h; temperature of 20-25°C; wind speed below 3 m/s; dry, hardened, flat, slope-free asphalt/concrete roads; and a circulation route exceeding 1 km to ensure comprehensive data collection. The cut-off speed is achieved under the following conditions: fully charged battery; optimal tire pressure; 70kg load; temperature of 20-25°C; wind speed below 3 m/s; dry, hardened, flat, slope-free asphalt/concrete roads; and a route exceeding 0.5 km.

The actual data may vary based on different road conditions, temperature, humidity, wind speed, and the rider's habits (the frequency of braking, speed shifting, etc.) and rider's weight.

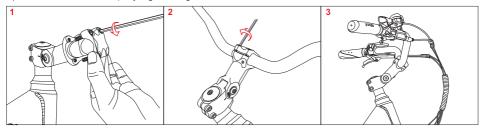
5. Package List

| Pedelec x 1 | User Manual x 1 | Charger x 1 |
|--------------------------|--------------------|---------------|
| Pedal x 2 (Left & Right) | Tool Kit x 1 | Key x 2 |
| Spoke Reflector x 2 | Front Mudguard x 1 | Headlight x 1 |

6. Assembly Guide

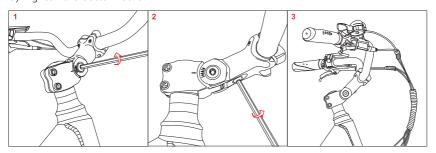
Step 1 Install the Handlebar

- A) Take out the bike and make it stand up.
- B) Open the stem clamp by loosening the screws on it.
- C) Place the handlebar on the stem and make sure the stem clamp is in the middle of the handlebar.
- D) Lock the stem clamp by tightening the screws.



Step 2 Adjust the Stem Angle

- A) Loosen the bottom screw of the stem.
- B) Adjust the stem angle.
- C) Tighten the bottom screw.



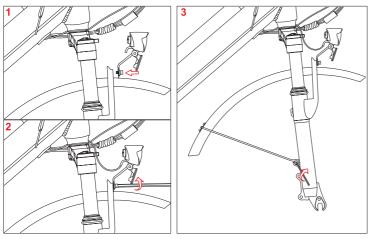
Note

- · There is no need to adjust the stem angle if the handlebar is at the proper height for you.
- \cdot Make sure the bottom screw is firmly tightened to avoid loose stem and handlebars.



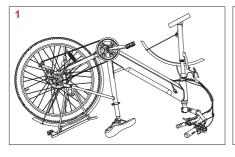
Step 3 Install the Headlight and Front Mudguard

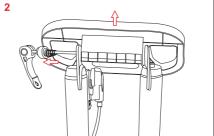
- A) Attach the headlight and front mudguard to the fork arch.
- B) Slide the screw through the headlight bracket, mudguard bracket and fork arch in sequence and tighten the screw.
- C) Connect the headlight cable.
- D) Attach the lower supports of the mudguard to the fork lowers and tighten the screws to secure the mudguard.

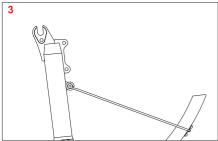


Step 4 Install the Front Wheel

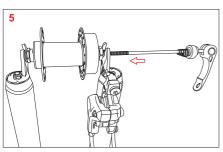
- A) Put the bike upside down.
- B) Loosen the quick release of the temporary protector and remove the protector.
- C) Insert the wheel between the fork blades so that the axle can seat firmly at the fork dropouts (the slots at the tip of the fork blades).
- D) Tighten the screws on both sides of the wheel hub to secure the wheel.

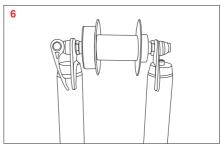




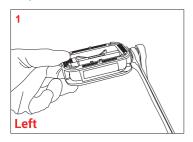








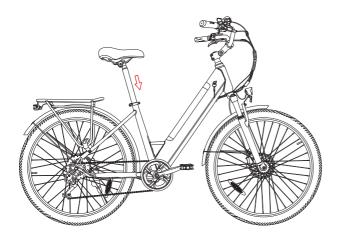
Step 5 Install Pedals





Step 6 Install the Seat

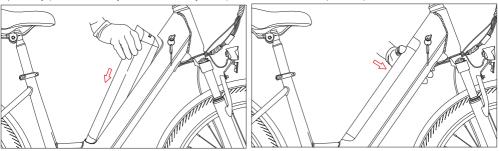
- A) Slide the seat post into the seat tube.B) Adjust the seat to a suitable height and fix it by tightening and locking the quick release.





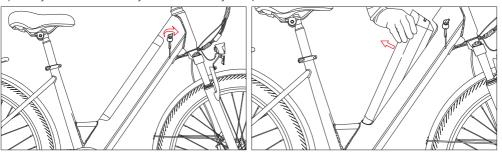
Step 7 Install the Battery

A) Gently put the battery into the battery compartment until it snaps into place.



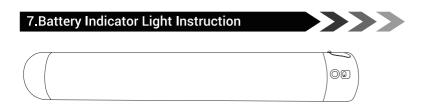
Remove the Battery

- A) Insert the key and turn it clockwise to unlock the battery.
- B) Gently remove the battery from the battery compartment.



Step 8 Turn the Power on

A) Turn the display on. Then it's ready to go!



Correspondence between battery indicator lights and battery level under 1C current discharge:

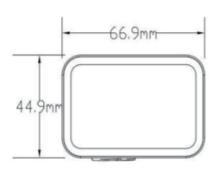
| Indicator Light Color | Battery Level |
|-----------------------|---------------|
| Blue | 80%-100% |
| Green | 30%-80% |
| Red | 0-30% |

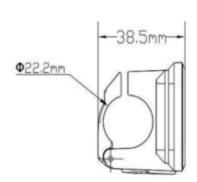
8. LCD Display Guide

Warning

- 1. Please cut the power supply of the bike before you disconnect the instrument. Otherwise, it may cause permanent damage to the instrument.
- 2. Don't soak the instrument in the water or clean it with water spray. Use a soft and damp cloth to wipe it slightly. Do not clean it with detergent, alcohol, gasoline, acetone, or other corrosive/volatile solvents.
- 3. Please follow the local regulations about the disposal of the instrument.

Dimension





Contents on the Display



| 1 | Battery Level | | Odometer | 8 | Speed Unit |
|---|-----------------|---|---------------------|----|------------|
| 2 | Real-Time Speed | 6 | Trip Distance | 9 | Plus |
| 3 | Error Indicator | | Maximum Speed | 10 | Minus |
| 4 | Assist Level | | Average Speed | 11 | On/off |
| 5 | Walk Mode | 7 | Headlight Indicator | | |



Battery Level Indicator











____ [81% - 100%]

【61% - 80%】

【41% - 60%】

【21% - 40%】

Functions & Operations

Power on/off

Long press **(U)** to turn the display on/off.

Note: The display will automatically turn off after 5 minutes of not using the bike.

Light on/off

Long press to turn on/off the headlight. The brightness of the LCD backlight decreases as the headlight is turned on and will be restored when the headlight is turned off.



Shifting Assist Levels

Short press or to shift among 5 assist levels, including 12km/h, 15km/h, 18km/h, 21km/h and 25km/h.











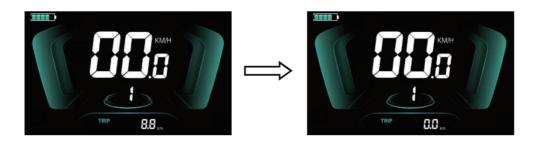
6km/h Walk Mode

Long press — to activate the walk mode and hold the button to remain in the walk mode. The walk mode will be disabled once the button is released.



Removing Trip Distance

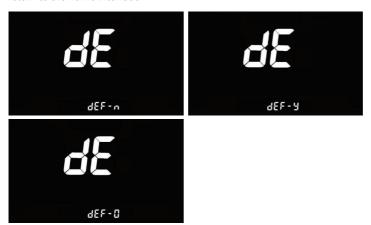
Long press (1) and (2) for over 2 seconds to remove the trip data.



Restoring Factory Settings

Press ① and ① for over 2 seconds to enter the "dE" page. Short press ① or ② to enable or disable the restoration of factory settings. (dEF-n: Disabled; dEF-y: Enabled.)

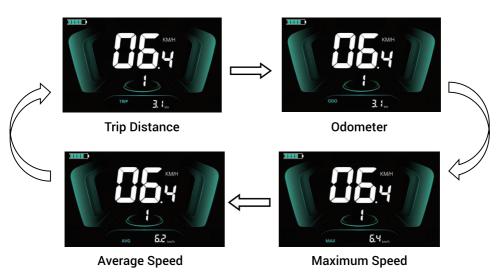
When enabled, short press , and dEF-0 will appear on the screen for a while. Then it will start to restore the factory default settings. When the restoration is completed, it will automatically exit the "dE" page and return to the home interface.





Checking More Information

When the display is turned on, it shows the real-time speed and trip distance by default. Short press **t** to shift among the trip distance, odometer, maximum speed and average speed.



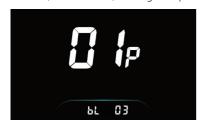
Hidden Menu

When the display is on, press both and for over 2 seconds to enter the hidden menu.

Then short press for to shift between different menu pages. After selecting the page you want, short press to enable the setting of the current page. Next, short for to set the parameter on the current page, and short press to save the setting. Last, long press to to exit the hidden menu.

01P: LCD backlight brightness adjustment

Short press or to adjust the LCD backlight brightness. Short press to save the setting. (01: Darkest; 02: Standard; 03: Brightest.)





02P: Metric and imperial unit switching

Short press or to switch between the metric and imperial units. Short press to save the setting. (00: Metric unit; 01: Imperial unit.)





04P: Auto shutdown time setting

Short press or to set the automatic shutdown time within 0-60 minutes. The default time is 5 minutes. 00 means no automatic shutdown time. Short press to save the setting.



08P: Speed limit setting

Short press or to set the speed limit. Short press to save the setting.



11P: PAS sensitivity setting

Short press \bigoplus or \bigoplus to set the pedal assist sensitivity within 1-24. Short press \bigcirc to save the setting.



ΕN

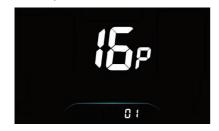
12P: PAS intensity setting

Short press or to set the pedal assist sensitivity within 0-5. Short press to save the setting. (0: Least intense; 5: Most intense.)



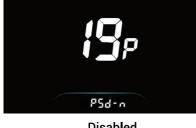
16P: ODO removal

Short press or to enable or disable ODO removal. Short press to save the setting. (00: Disabled; 01: Enabled.)



19P: Power-on password setting

Short press \bigoplus or \bigoplus to enable or disable the power-on password setting. The default password is 1212. Short press (1) to save the setting. (PSd-n: Disabled; PSd-y: Enabled.)





Disabled

Enabled

When the password setting is enabled, short press igodot to start setting the password. Short press igodot or igodotto change the current flashing digit to the number you want, and then short press 🕕 to move to the next digit. After setting the four digits in sequence, short press 🕛 to save the setting.



Error Tracking



| Error Codes | Causes | Solutions |
|-------------------------|---|---|
| E01 | The motor is out of phase. | a.Replace the motor; b.Replace the controller; c.Check the motor cable; |
| E02 | Brake lever issue; | a.Check the brake cable; b.Replace the brake lever; c.Replace the controller; |
| E04, E80 | Communication error between the display and controller; | a.Replace the display; b.Replace the controller; c.Check the communication cable; |
| E08 Undervoltage fault; | | a.Charge the battery; b.Replace the battery; c.Replace the controller; d.Replace the display; |
| E10 | Controller fault; | a.Replace the controller; b.Replace the controller bus; |
| E40 | Motor hall signal abnormality; | a.Replace the motor; b.Replace the motor adapter cable; c.Replace the controller; |



9. Maintenance

Cleaning

Use a soft and wet cloth to wipe the mainframe clean. Dirt that is hard to remove can be scrubbed with a toothbrush and toothpaste, then cleaned with a soft and damp cloth. Do not wash your pedelec with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of the pedelec. Do not soak the bike or wash it with a pressure washer or hose.

Storage

A) Bicycle

- 1. Do not expose the pedelec to direct sunlight or rain for an extended period of time, and avoid storing it at a high temperature. It's better to store the bike in a dry and safe place at a temperature of 0°C-25°C.
- 2. Avoid corrosive gas, so as to avoid chemical corrosion and damage to the electrical parts and painted surfaces, which may lead to operational failure and accident.
- 3. Don't store it in an explosive or flammable environment or near flammable liquids.

B) Lithium-ion Battery

- 1. Charge the battery after each ride and avoid draining the battery completely. Because completely draining the battery may cause permanent damage to it. Never keep the lithium-ion battery discharged for a long time. If the voltage of the cell drops under allowed limit due to self-discharge, it will cause damage. For maximum durability, store the battery charged up to 50% of the maximum capacity.
- 2. Please try not to charge indoors. Never charge the battery in an explosive or flammable environmentor near flammable liquids. Do not charge the battery on a flammable substrate, such as paper, textiles, etc., when the battery is detached from the vehicle. Charge it at a safe place away from flammable items.
- 3. Never charge a battery which is already damaged or is leaking.
- 4. Don't charge the battery too long. Stop charging when it gets full.
- 5. Charge or discharge the battery at a temperature within 0~45°C.
- 6. It is better to store the battery indoors within 20°C~25°C temperature while it is not being used for a long time. (When used at 25°C, the battery range and performance is at its best. But using it at a temperature below 0°C can decrease its mileage and performance.)
- 7. Do not store the battery at a too high or too low temperature.
- $8. The humidity of the storage place should be 60 \pm 25\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the humidity should be 5 \sim 85\% RH. As for the working place, the working place should be 5 \sim 85\% RH. As for the working place should be 5 \sim 85\% RH. As for the working place should be 5 \sim 85$
- 9. Do not puncture, hit or crash the battery.
- 10. Don't try to disassemble the old or damaged battery or throw it away. Please take it to the local professional battery recycling facility.

C) Other Parts

| Head Sets | Remove, clean and lubricate the rims annually. Replace them if necessary. |
|-----------------------|--|
| Joints | Continuously check all nuts, bolts and quick-release devices for tightness. |
| Brakes | Lubricate the brake cables slightly with oil monthly. Check the adjustment and replace the brake parts (blocks, shoes, pads) in time if they are worn. The cables must be replaced if they are damaged/down. |
| Front Suspension Fork | Entrust it to experts. |
| Tires | Regularly check for damage, wear, cut and air leakage. |
| Wheel Hubs | Lubricate the hub bearings monthly. Check and adjust the cones, if necessary, to prevent the hubs from rubbing against the forks. |
| Pedals | Lubricate the bearings and check for tightness. Lubricate the bearings monthly (unless a maintenance-free center bracket is installed on the bike). Check whether all center bracket |
| Cranks | parts are correctly tightened. |

| Chain | Take it off and clean it every 6 months. The chain must be clean but not dry. Chain slack should be 1-2 cm. Tension can be adjusted using the adjustment screw on the rear derailleur: turn the screw clockwise to tension the chain and counterclockwise to loosen it. After adjustment, test the chain slack for proper tension and readjust the gears to ensure normal operation. |
|----------------------|--|
| Rims | Frequently check whether the wheels are tight and secure. The rims should be protected from oil, wax, grease, adhesive, etc. Check whether the spokes are loosing or missing. For composite rims wear damage may be invisible to the user. Please inspect the rim regularly. If you notice any abnormalities or damage, please contact us promptly. |
| Sprockets | Clean regularly as necessary and grease lightly. Keep the front and rear derailleur running smoothly by adjusting. |
| Saddle and Seat Post | Check whether the screws, nuts and quick-release devices are tight. |
| Kickstand | Clean and lightly grease it annually. |

Attention:

If any other failures occur and you can not find any solution from the chart above, please contact the reseller to solve it. Any other maintenance and repair that needs to be done by using professional tools and techniques should be performed by a qualified bicycle mechanic designated by the manufacturer or the maintenance center.

- ·For safety-critical components, use only genuine replacement parts.
- ·WARNING As with all mechanical components, EPAC is subjected to wear and high stresses. Different materials and components may react to wear or stress fatigue in different ways. If the design life of a component has been exceeded, it may suddenly fail, possibly causing injuries to the rider. Any form of cracks, scratches, or change of coloring in highly stressed areas indicates that the life of the component has been reached and it should be replaced.
- ·For composite components, impact damage may not be visible to users, yet severe impact can cause component fracture, posing significant safety hazards and potential threats to user safety. Damaged composite components shall be returned to the manufacturer for inspection, destruction, or replacement. Note the impact of high temperatures (thermal radiation) in enclosed environments on composite materials, which may lead to material deterioration or performance degradation.



10. Troubleshooting

Please check the following issues and solutions before sending the product to designated repair offices.

| Problem | Possible Causes | Solutions |
|---------------------------|--|---|
| | a. No power supply; | a. Charge the battery; |
| The display fails to work | b. The electric wire is not plugged in | b. Reconnect the electric wire |
| or the vehicle can't be | properly or tightly; | properly and tightly; |
| turned on. | c. The display is damaged; | c.& d. Contact the re-seller for |
| | d. Controller burnout or water damage; | help; |
| The front light fails to | a. The wire isn't plugged in properly; | a. Plug the wire in properly; |
| work. | b. It is damaged; | b. Contact the re-seller; |
| | a. The charger isn't plugged in properly; | a. Plug it in properly and charge it |
| | b. It is out of the recommended | again; |
| The battery fails to | temperature range; | b. Charge it at a proper tempera |
| charge. | c. The battery is charged below rated | ture; |
| | voltage; | c. Charge it under rated voltage; |
| | d. It is damaged; | d. Contact the re-seller; |
| Insufficient Riding | a. Battery isn't fully charged; b. Low tire pressure; c. Frequent braking; | a. Fully charge the battery; b. Check the tire pressure before |
| Distance | d. Battery aging or battery capacity attenuation;e. Low ambient temperature; | each use; c. Develop good riding habits; d.& e. It's normal; |
| The motor fails to work. | a. The brake lever doesn't back properly; b. The electric wire isn't plugged in properly; c. Low battery voltage; d. The sensor or controller is inefficient; | a. Adjust the brake lever;b. Plug the electric wire in properly;c. Fully charge the battery;d. Contact the re-seller for help; |

⚠ Attention: if any other failures occur and you can not find any solution from the chart above, please contact the re-seller to solve it. Any other maintenance and repair that need to be done by using professional tools and techniques, should be performed by a qualified bicycle mechanic designated by manufacturer or the maintenance center.

11. Warranty

We provide an easy, reliable and efficient service for all products under our warranty. Please refer to the chart below for the warranty periods of various products and accessories starting from the date of purchase.

Our distributors, partners, sellers and re-sellers should provide after-sale services directly to their customers. If your bike has a warranty-related issue, please contact the seller from whom you purchased the product. You should provide all relevant order information, such as order numbers, invoices, receipts, etc.

| Components | Warranty |
|-----------------|----------|
| Frame | 3 years |
| Front Fork | 1 year |
| Controller | 1 year |
| Motor | 1 year |
| Charger | 1 year |
| Battery | 6 months |
| Display | 6 months |
| Chainwheel | 6 months |
| Freewheel | 6 months |
| Brake Assembly | 6 months |
| Thumb Shifter | 6 months |
| Rear Derailleur | 6 months |
| Kickstand | 3 months |
| Front Light | 6 months |
| Pedal | 3 months |
| Others | 14 days |

Warranty Process

- Buyers have to provide sufficient proof of purchase.
- ❖ A description of the defect needs to be provided in order to issue a warranty claim.
- Visible proof of defect must be provided along with the item's serial number (if any).
- ❖ The brand must document what happens when buyers troubleshoot the products.
- ❖ You may need to return an item for quality inspection.
- When yout you return the defective product, you should put it in the original packaging or the packaging approved by the dealer.



Valid Proof of Purchase

- ❖ The order number of your online purchase from the brand's authorized reseller;
- Sales invoice;
- Dated sales receipt from the brand's authorized reseller;

Note: more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address that the item was originally shipped to).

Warranty will be void in the following situations:

- The product is out of the warranty period.
- The product is lost or stolen.
- The product is free or complimentary.
- The product is used in inappropriate ways or conditions, including but not limited to: falls, extreme temperatures, water, improper operations.
- The product is not in its original state, such as modifications.
- The product has been used in combinations with accessories that is not compatible with the product.
- Buyers have no sufficient proof of purchase of products.
- Unsupported software or firmware has been installed to the product.
- When damage is caused by the customer, the customer is responsible for the costs for the repairs and shipment.
- Customers' personal items are sent to the brand, instead of the brand's products.

12. Compliance Statements

| CE | This product complies with the EN15194 standards of the European Community. |
|-------------|--|
| 4 | This symbol indicates that the product is capable of being recycled. |
| X | This symbol indicates that the product should not be disposed of as household waste. The product must be sent to separate collection facilities for recovery and recycling of electrical and electronic equipment. |
| • | This symbol indicates that the product inside the packaging could be easily damaged if dropped or handled without care and attention. The contents are fragile! |
| T | This symbol indicates that the product should be kept away from rain and in dry conditions. |
| \triangle | The warning sign indicates a potential hazard, danger, obstacle, or condition requiring special attention. |

HUIZHOU JIYUN E-COMMERCE CO., LTD., located at Room 03, 17th Floor, Unit 1, Building 16, Dong'an Garden North District, No. 288 Longhai 2nd Road, Daya Bay West District, Huizhou, Guangdong, hereby declares that the J1 Pro e-bike series is in compliance with Directive 2011/65/EU and (EU) 2015/863, EN 15194:2017 and EN 62471:2008. The full text of the EU/UK Declaration of Conformity is available at the following link. The Junglor team is always here to assist. Feel free to contact us at rideassist.center@gmail.com

https://drive.google.com/drive/u/4/my-drive

HUIZHOU JIYUN E-COMMERCE CO., LTD., located at Room 03, 17th Floor, Unit 1, Building 16, Dong'an Garden North District, No. 288 Longhai 2nd Road, Daya Bay West District, Huizhou, Guangdong, erklärt hiermit, dass die J1 Pro E-Bike-Serie der Richtlinie 2011/65/EU und (EU) 2015/863, EN 15194:2017 und EN 62471:2008 entspricht. Der vollständige Text der EU/UK-Konformitätserklärung ist unter dem folgenden Link verfügbar. Das Junglor-team ist immer für Sie da. Bitte kontaktieren Sie uns bei Bedarf unter rideassist.center@gmail.com

https://drive.google.com/drive/u/4/my-drive













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