

# CLASSIC. MID DRIVE



*X-city* neo



*X-turban*

Congratulations for purchasing a Smartmotion ebike!  
Please read this guide fully BEFORE using your electric bike.

This manual is not intended to be an extensive reference book about service, maintenance and/or repairs. Please consult your Smartmotion dealer for service and technical support.

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In the box you will find the following items:

1. Smartmotion electric bicycle
2. Battery charger
3. Bottle cage
4. Pedals(2)
5. Front mudguard
6. keys for battery lock(2)
7. Front light
8. Front wheel quick release axle
9. Elastic strap



It is highly recommended that a trained and qualified bicycle mechanic assembles your bike. Your bike is 85% assembled in its carton, and the following steps must be taken to ensure it is ready and safe to ride

### 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.

**Do not activate the brakes until the bike is fully assembled. Squeezing brake levers while calipers have no disc rotor between them can damage the brakes.**

### 1. Unpack

Remove the recyclable cardboard protections first, then carefully lift the electric bikes out from the carton(two people recommended for this task). Unpack the protective cover, take the front wheel and mudguard out of protection. Carefully stand the bike upright, resting on its fork then installing wheels.



## 2. Assembly Instructions

### 2. Fork

**a.** Insert the handle bar stem onto the steering tube, turn it to align it with the forks correctly, then fasten the centre screw using the 6mm allen key to 5-8N.m. Tighten stem pinch bolts with 4mm allen key 9 to 10N.m.



**b.** Remove all four stem bolts, insert handle bars and re-insert bolts. Adjust bars to ideal angle and tighten to 5-6N.m.

Adjustable stem models - To adjust the stem angle, loosen the 5mm bolt on the side of the stem. Adjust the angle and fasten the angle adjusting bolt to 17 to 18N.m.



### 3. Mudguard

Install the front mudguard and front light on the fork. Take off the bolt from the front fork, put the front mudguard hanger mount on the inside of the fork then put the front light bracket on. Put the bolt through the fork then fasten the bolt with a 5mm allen key. Then fasten the two mudguard bracket to the forks with phillips screwdriver. Finally connect the light cable.



\*Due to different production batch, you may need to use clamps to install mudguard. Clamps include in package.

## 2. Assembly Instructions

### 4. Power Connection

Finally connect the main cable which is near the left side of headtube to the handlebar components cable, making sure the arrows align before pushing the connectors together.





## 2. Assembly Instructions

### 5. 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 should be within the max height markings on the seatpost.



### 6. Pedals

Attach the pedals to the cranks, paying attention to the "L" or "R" marked on the pedal axles. Note: the pedals have opposing threads – screw in the left pedal counterclockwise and screw in the right pedal clockwise.



### 7. Front wheel

Assemble the front wheel quick release axle by pushing it through the hollow hub, making sure that one spring is on each side of the hub. Then screw on the end nut several turns. Next, carefully lift the bike front forks off the ground and lower the forks onto the wheel axle, being careful the disc rotor fits correctly into the disc calipers (this job is best with 2 people). Tighten the non-rotor side nut finger tight and try to close the quick release lever. Loosen or tighten the nut until it takes the correct amount of force to close the lever. It should be hard to close, but not so hard you cannot fully close it. It must fully close (as in picture) otherwise the wheel may come loose, causing serious injury. Note: if you are not well trained in cycle assembly, this procedure must be checked by a cycle technician.



### 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 e-bike 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, ensure that the seat is installed heeding the seat manufacturer's safety instructions and that the combined weight of the seat and child do not exceed the load capacity of the Smartmotion bike's rear rack, and that the child is no heavier than the listed maximum carrying capacity of the child seat product. Before use, ensure that the child is securely fastened.
  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. Make sure the rear suspension underside of your seat is out of reach of your child to avoid finger injury.
  - 10. 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.**

#### 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(275-410KPA), 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).

### 3. Safe Riding Recommendations

#### Torque Settings

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

a. Brake Disc bolts	6-8N.M
b. Seat angle clamp bolt/s	Refer to markings
c. Crank bolts	45N.M
d. Gear shifter bolts	4N.M
e. Rear carrier bolts	8N.M
f. Mudguard bracket nuts/bolts	8N.M
g. Handle bar clamp bolts	17-20N.M
h. Quick release axles. Measured torque not typically used. Common industry practice is resistance at lever half way through swing from open to fully closed.	
For all other nuts/bolts, the torque depends on the thread 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.**

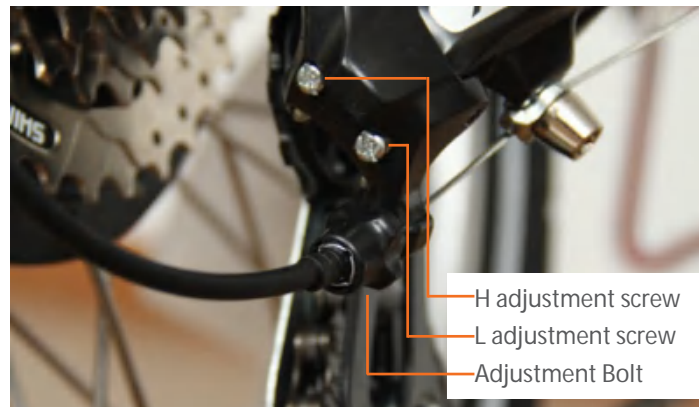
## 4. Maintenance & Adjustment

### For basic adjustment, tools Required

- Allen/Hex Key Set: 6mm, 5mm, 3mm, 2mm
- Philips Screw driver

### 1. Gear Adjustment

Adjust the cable tension Adjustment Bolt 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. 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.

### 3. 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 and chain with suitable oil.

### 4. Brakes

Brakes should be firm and provide good stopping power. Like a car, it is important to regularly (recommended yearly or if brakes feel soft and spongy) bleed brakes to remove air bubbles from the system.

For adjustment and bleeding of hydraulic disc brakes, see brake manufacturers instructions.

### 5. 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.

## 4. Maintenance & Adjustment

### 6. 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 electronic components, your Smartmotion e-bike uses regular bicycle components which are subject to proper care and maintenance requirements. Lubrication, adjustments and replacement consumables such as brake pads are available from authorized Smartmotion dealers, where a full consultation should be available.

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.



















5. Main Specifications  
X-City neo

	BATTERY	Down tube hidden 36V 16AH(576watts) Samsung Li-ion battery.
	RACK	Heavy duty rear rack, with elastic for luggage.
	BRAKE	Hydraulic disc brakes, with 180mm rotors.
	GEARS	9 speed 11-36T cassette, with derailleur & shifter.
	FRAME	Aluminium low step, intergrated cable routing,down tube hidden battery. Centre mount stand.
	HANDLE BAR	Aluminium semi 'cowhorn' handle bars.
	FORK	100mm travel alloy suspension forks.
	MUDGUARD	Polypropylene guards with heavy duty stays.
	TYRE	Schwable Smart Sam 27.5"*2.25" 57-584 K-Guard.
	RIM	27.5" double wall alloy rim.
	DISPLAY PANEL	Centre mounted LCD console with 5 level Pedal assist and active throttle in all modes. Adjustable max speed.
	LIGHT	Integrated front and rear light powered from the main battery.
	SEAT	comfort seat. Suspension Seatpost.
	CABLES	Water resistant cable plugs on all components for simple and quick servicing/replacement.
	MOTOR	High torque mid-motor, 40T narrow-wide direct mount. Torque sensor
	WARRANTY	2 year warranty on battery and motor, 3 years on frame, 12 months other parts.

Max load: The max load of the electric bike is 100kg coupled with the max load (25kg) of the rear rack  
The weight of bicycle: 26 kg

5. Main Specifications  
X-Urban

	BATTERY	Down tube hidden 36V 16AH(576watts) Samsung Li-ion battery.
	RACK	Heavy duty rear rack, with elastic for luggage.
	BRAKE	Hydraulic disc brakes, with 180mm rotors.
	GEARS	9 speed 11-36T cassette, with derailleur & shifter.
	FRAME	Aluminium ,intergrated cable routing, down tube hidden battery. Reinforced for o road use.
	HANDLE BAR	Aluminium MTB handle bars.
	FORK	100mm travel alloy suspension forks.
	MUDGUARD	Polypropylene guards with heavy duty stays.
	TYRE	Schwable Smart Sam 27.5"*2.25" 57-584 K-Guard
	RIM	27.5" double wall alloy rim.
	DISPLAY PANEL	Centre mounted LCD console with 5 level Pedal assist and active throttle in all modes. Adjustable max speed.
	LIGHT	Integrated front and rear light powered from the main battery.
	SEAT	Comfort seat. Suspension Seatpost.
	CABLES	Water resistant cable plugs on all components for simple and quick servicing/replacement.
	MOTOR	High torque mid-motor, 40T narrow-wide direct mount. Torque sensor
	WARRANTY	2 year warranty on battery and motor, 3 years on frame, 12 months other parts.

Max load: The max load of the electric bike is 100kg coupled with the max load (25kg) of the rear rack  
The weight of bicycle: 26 kg

## 6. Do's and Don'ts

- ✓ **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 components.*  
*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 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.



7. Colour Display Panel

Mode Display

An icon will be displayed depending what mode of assist.

**Cadence** measures your pedal rotation, but not pressure. Use this mode for the easiest ride.

**Torque** mode measures your pedal pressure and multiplies the output.



**Walk-along** will allow you to walk with the bike with a small amount of assistance.

Pedal Cadence

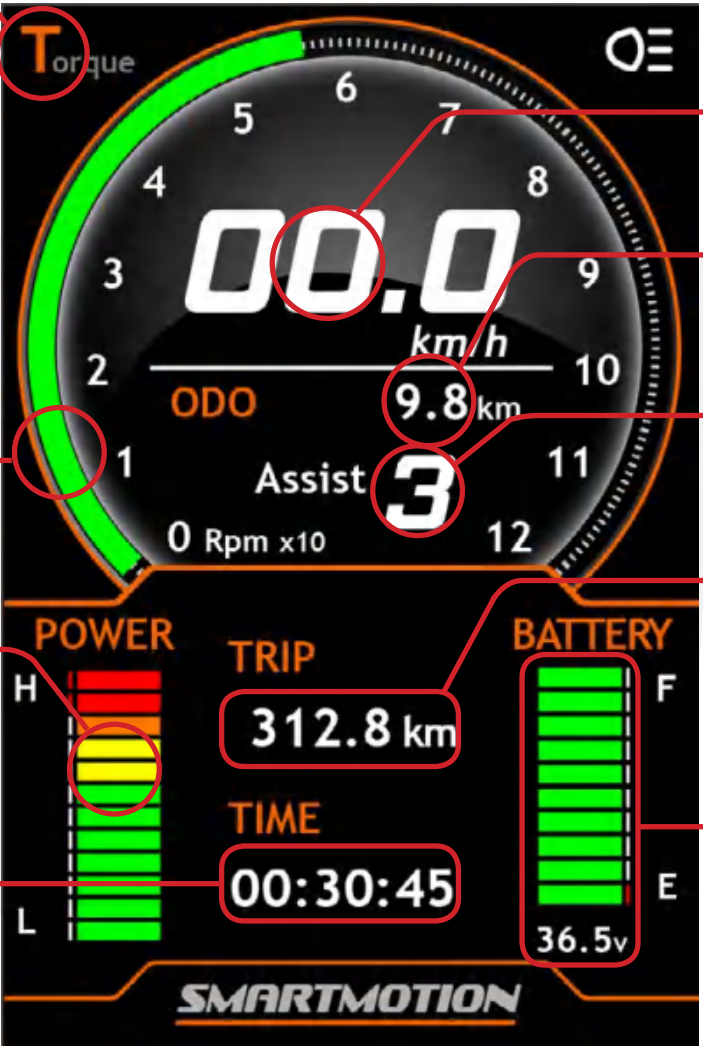
This outer ring lights up to show you your pedal/motor RPM.

Power Meter

Shows how much power the motor is using.

Time

Ride time.



Speedometer

Large display of your current speed. You can toggle between average and max speed also.

Odometer

Displays the total distance the bike has travelled.

Power/Assist

Level of assist. 1 being low, 5 being high.

Trip Meter

Displays the distance you have travelled from when you last tripped the meter.

Battery Indicator

When the battery is full all ten battery segments show green. When the battery is low the bars will turn red. The voltage will drop while the battery is under load (motor running).

8. Color Display Panel Controls



Your display is easily controlled with 4 buttons located on your handlebars



Power On/Off

Press to start the display and power up the bike. To turn off, press and hold the button for 2 seconds.

Note: the display will power off after 10 minutes without use.

Pedal Assist

Pedal Assist is controlled with the buttons. Touch to turn the assist up, and touch to turn it down.

Torque and Cadence Mode

Toggle between Torque and Cadence modes by pushing twice quickly.

Walk Mode

Press and hold down for 3 seconds to enter into the mode of power assist walk. The bike will go on at a uniform speed of 6km/h and display on the screen.

Turn Lights On/Off

With the display on, click the button to toggle the bike lights on/off.

Screen Modes, Night/Day & LCD Backlight

The default screen mode is with a black background. Press and hold simultaneously for 3+ seconds to switch to white background. Press and hold to return to black(night) mode.



Setup

Press and hold for 2 seconds to enter the setup menu.  
Touch to select the menu.  
Use and to change the value.  
Touch again to choose the “Save & Exit” option to finish the setup.

Average Speed, Max Speed

Click to change between displaying range, average speed and max speed.

Sleep Mode

If the bike remains stationary for 5 mins, the LCD automatically powers down. But if you are charging with USB port on bike, the LCD will powers down in 2 hours.

8. Colour Display Panel Controls

Error Code Display

If there is something wrong with the electronic control system, the display will show the error code automatically. Should you receive an error code, contact your local dealer for advice.

Before contacting service center check all plugs for loose connections.

01 POWER OVERLOAD	Rest Bike, try again
06 LOW VOLTAGE	Charge Battery
07 OVER VOLTAGE	Wrong battery
08 HALL SENSOR	Check motor cable
09 MOTOR PROBLEM	Check motor cable
10 CONTROLLER OVERHEAT	Rest 10 min
11 TEMPERATURE SENSOR	Contact service
12 CURRENT SENSOR	Contact service
21 SPEED SENSOR	Contact service
22 BMS PROBLEM	Contact service
30 CONTOLLER PROBLEM	Check all plugs

Note: Error codes differ between colour and B/W Displays, see LCD Display section for alternative error codes.

## 9. Seatpost

### Suspension Seatpost

For bikes with a suspension seatpost:

For optimum performance you need to set the preload so when your weight is fully on the seat the spring is depressed about 30-40%. Test the travel, then, if you need to adjust, remove the seatpost and, with a 5mm allen key, screw the shock up into the seatpost to increase spring pressure, or back down to reduce it.

Your dealer can also set this up for you.

Your bike has been fitted with a quick release seatpost clamp to facilitate changing the riding position.

It is important that the nut on the collar is tightened so the post will not move in the bike frame.

Make this adjustment with the quick release lever in the open position.

Adjust the seat to the correct height and close the lever. When you sit on the saddle there should be no vertical movement at all in the seat post below the suspension.



### Charging your Battery

You can charge your battery while it is mounted on the bike, or separately. Safe charging practice is covered in the Battery Care Guide.

Plug the assembled charger unit into the outlet, lift the rubber grommet out of the charging socket and connect the charger. Do not be alarmed if electrical sparks appear, this is normal.

The light on the charger will display a red color LED light. This remains red while charging, and turns to green when the battery is fully charged. Once a desired capacity is reached, disconnect the charger and turn the outlet switch off.



## 10. Battery Instructions

### Battery Removal

The battery is secured by double lock. To remove the battery, you need to insert the key and turn. Then turn the lever clockwise and pull the battery down off the tube. If the lever is too hard to turn, please push the battery case in a little then turning the lever.

*Note: Before loading the battery, please make sure the key lock is in unlocked position. To secure the battery, please turn the key clockwise after loading the battery.*





## 10. Battery Instructions

### Capacity

You can check the capacity of your battery by pushing the 'test' button on the top of the battery or check it on the color LCD display of the handlebar.

Green light : 50%-100% battery capacity

Yellow light : 20%-50% battery capacity

Red light : under 20% battery capacity



### Connections

All ebike components (throttle, LCD Display, lights 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 pair.

## 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.

## 11. Warranty

### 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;

## 11. Warranty

- 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 attached 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;

## 11. Warranty

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 incurred 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 incurred 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.



## 12. Conformity

### *This bicycle conforms to the following standards*

EN 14764:2005

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

EN 14872:2006

AS-NZS 1927-2010+A1-2014

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.

Your 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.

## 12. Conformity

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.

13. Service Checklist

14. Service Record

Check for damage

- ☐ Frame & Fork
- ☐ Rims
- ☐ Cables & connections

Lubricate

- ☐ Chain
- ☐ Derailleur
- ☐ Seatpost

Adjust and Tension

- ☐ Spokes\*
- ☐ Gears
- ☐ Seat
- ☐ Reflectors & Lights
- ☐ Handlebars, Stem, Grips
- ☐ Brakes
- ☐ Cranks
- ☐ Wheel Axles
- ☐ All Fasteners

\*Spokes to be tensioned to 130Nm

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

Serial Numbers: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

6 Weeks/200km

Date: \_\_\_\_\_

Shop: \_\_\_\_\_

Mechanic: \_\_\_\_\_

6 Months

Date: \_\_\_\_\_

Shop: \_\_\_\_\_

Mechanic: \_\_\_\_\_

12 Months

Date: \_\_\_\_\_

Shop: \_\_\_\_\_

Mechanic: \_\_\_\_\_

24 Months

Date: \_\_\_\_\_

Shop: \_\_\_\_\_

Mechanic: \_\_\_\_\_

**REASON**  
**TO**  
**RIDE**