POLYGON

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PEDELEC SYSTEM BICYCLE OWNER'S MANUAL

Instruction manual
(Original instruction)

CE

PT. Insera sena
2024

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A. INTRODUCTION

Thank you for choosing POLYGON e-bike. This e-bike is equipped with a pedelec's electric motor assists. Pedelec *(Pedal Electric Cycle)* system utilize an electric motor to assists rider while using their e-bike. This system will provides support in challenging activities such as climbing or transporting loads. While riding your e-bike, you can decide how much support you want to have from the motor.

IMPORTANT : Read all the instructions before using the product. Save this instruction manual for future use.

IMPORTANT : Always exercise cautions when using the e-bike near children.

WARNING : Do not use the product if the power cord or cables are frayed, damaged or showing other signs of damage.

WARNING : Note that only certain components are allowed to be replaced to comply with the warranty. Please only use the original spare parts for your e-bike. Using an incompatible parts, e.g. motor or battery that are not identical in size and specification, may cause harm and permanently damage your POLYGON e-bike. Avoid extreme modification and always comply with the local regulations regarding your e-bike.

IMPORTANT NOTICE

Contact the place of purchase or a distributor for information on installation, adjustment, and replacement of the components which are not covered in this user's manual. For safety, be sure to read this manual thoroughly before use, follow it for correct use, and store it so that it can be consulted at any time.

WARNING : Do not disassemble or modify the components, especially the electrical system. This may cause the e-bike to malfunction and could lead to serious injuries. A malfunctioning parts may damage the system beyond repair.

IMPORTANT : The parts or components installed on your e-bike might be different from what depicted in this manual, however their general function and operational is the same. Consult this manual on how to use them.

USING YOUR PEDELEC

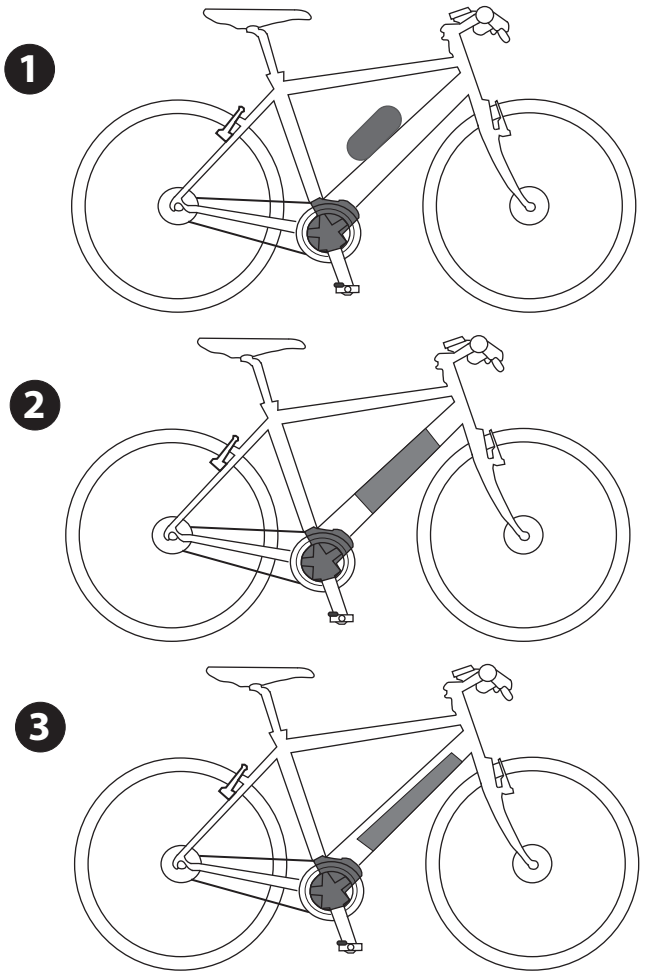
Your e-bike are designed to tackle specific terrain depending on their type. There are three main types of POLYGON e-bike terrain, each with their own function and use:

1. E-Urban : Designed for in-city commuting and long-distance ride.
2. E-Gravel : Designed for both on road and light offroad terrain.
3. E-MTB : Designed for offroad terrain with a drop no more than 1 meter.

WARNING : Using your e-bike outside of its designated terrain might results in serious injury and/or damaged components. Always make sure that the terrain you are about to cross are suitable with your e-bike type.

VARIOUS VERSIONS OF MOTORS AND BATTERIES

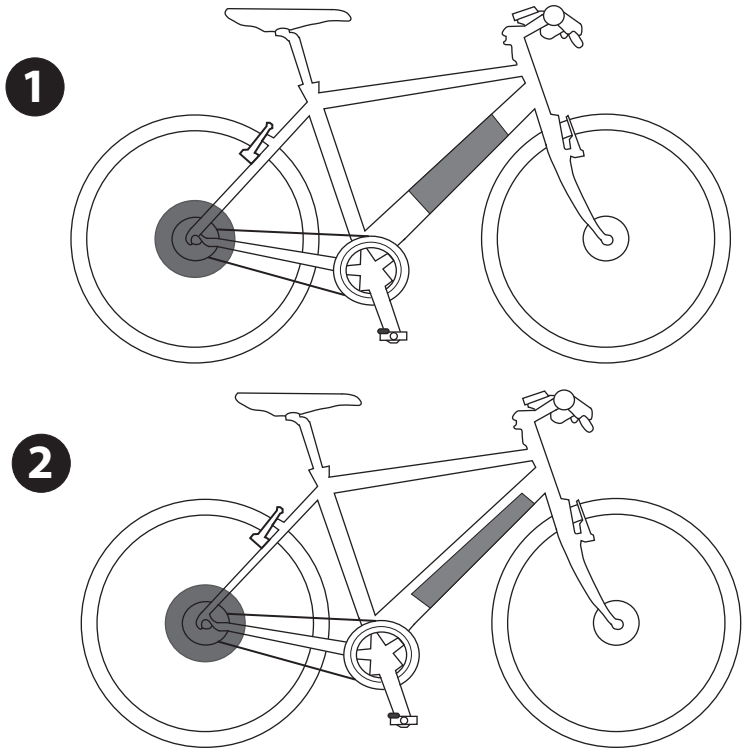
Pedelecs are offered with motors and batteries in various version and combination. POLYGON e-bikes have 2 general types configuration: a mid-motor bikes and rear motor bikes. See the following example of combination between motors and battery:



The above are 3 types of a mid-motor electric bicycle:

1. Mid motor with battery outside the downtube
2. Mid motor with non-detachable battery inside the downtube
3. Mid motor with detachable battery inside the downtube

The below are 2 types of a rear motor system :
1. Rear motor with non-detachable battery inside the downtube
2. Rear motor with detachable battery inside the downtube



Rear and mid-motor might have different configuration and components. Your e-bikes are equipped with parts that will work seamlessly to make the pedelec system feels powerful and natural. The total permissible overall weight for a POLYGON e-bikes is 125 kg / 275 lbs.

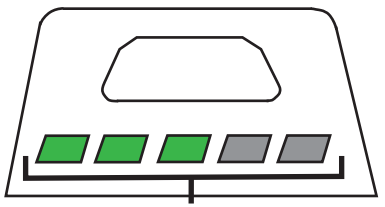
The pedelec assist system will active when the rider start pedaling. If the pedal is not engaged, the motor assist will not active even if the e-bike is already rolling. Please bring to the authorized outlet to repair the pedelec if a problem arise and only use the genuine replacement parts for safety-critical components to avoid damage to the other parts.

Disclaimer : The A-weighted emission sound pressure level at driver's ears is less than 70dB(A).

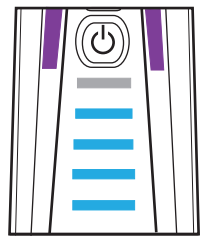
B. OPERATION FOR USE

Indicators
Several parts in the e-bike might be fitted with indicators related to the pedelec functions. These indicators are as follows:

1. Battery Indicator : Shows current battery's state of charge. This indicator is shown as light stripe(s) or dot(s) and will be located either in the battery, display, or the controller. Each light stripe or dot represent battery level.

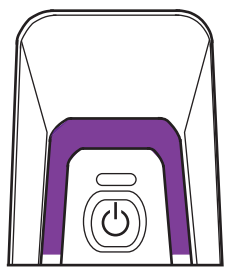


Dot LED Indicator (Green)



Stripe LED Indicator (Blue)

2. Assist Indicator : Shows the chosen cycling mode. The indicator will be shown as a LED bar. The LED bar will change color depending on which mode is chosen.



LED Assist Indicator (Purple)

Symbols
Your e-bike will have symbols that represent specific function located on several parts. These symbols might be informative in nature (icons) or serve as a control button. The symbol used are as follows:

ON/OFF Button : For turning on specific components and/or turning on overall e-bike system.

+/- Button : Used to choose between cycling mode. Might be located on handlebar switch, or controller, depend on the model.

Selection button : Used to choose between cycling mode / levels or options.

Light Button : Located in the handlebar switch. Used to turning the light system on and off (if equipped with one).

Walk Button : Used to engage the walk assist or hill hold function, depending on the model.

Charge icon : Located on display. Will shows current battery state of charge. Might be shown as a percentage or battery bar depending on the model.

Cycling Mode : Located on display. Shows the chosen assist level. Might be shown as a bar or text depending on the model.

Speed level : Located in display. Shows the current speed. Might be shown and set using either imperial or metric unit.

Light status icon : Located on display. Indicating whether the light system is turned on or off (if equipped with one).

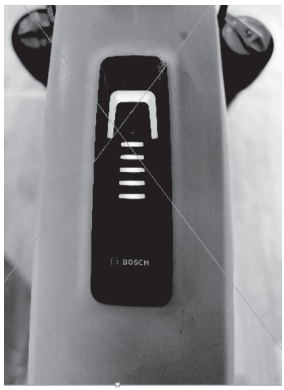
Performance icon : Shows power assistance level from the motor. Might be shown as percentage or bar depending on the model.

Switch Controller

For models that are equipped with a controller on their top tube, turning on the pedelec system can be done by pressing the ON/OFF button.

1. For some model, you can also choose the desired cycling mode through this controller by pressing the +/- button.

2. For some model, battery and the chosen cycling mode will also be shown in the controller's indicators through their colors.



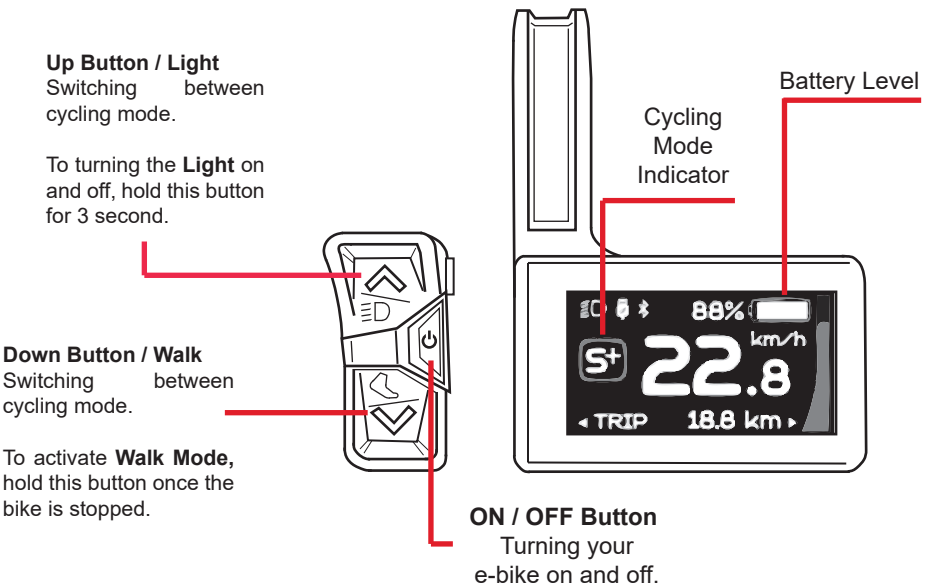
Controller on the top tube

Display Unit

There are 2 general types of display unit on POLYGON e-bike system: The display and remote **(type A)**, and an integrated display **(Type B)**. They mainly differ in assistive information, button layout and their overall operation.

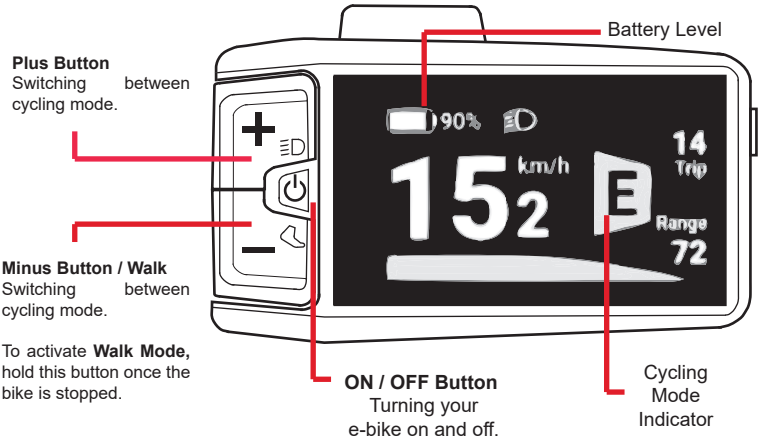
To turn on the diplay system, press and hold **ON/OFF Button** (>2s). Press and hold (>2s) **ON/OFF Button** again to turn off the system.

Display **type A** located in the middle of the handlebar, paired with separate **Remote** on the left handlebar**.** You can select cycling mode and make adjustments by pressing the corresponding Remote button. The Remote are used to interact with or selecting the data displayed in the display unit.



Display Type A

Display **type B** located in the left side of the handlebar. You can select cycling mode and make adjustments by pressing the *integrated switch* on the said display. The integrated switch buttons is used to select the cycling mode and choose the data displayed on the screen.



Display Type B

Your e-bike display and remote may differ from the illustration shown, however the general functions described are still the same. For individual details please consult the operating instructions for a respective display system.

WARNING : Always pull the brakes of the e-bike BEFORE placing a foot on the pedal. The motor will start working as soon as you step on the pedal. This burst of speed might startled the rider and can lead to injury or accident if the rider is unfamiliar with the system.

Practice operating and riding the e-bike in a quiet and safe place before taking the e-bike to public roads.

Be careful not to exceed your e-bike's weight support. Calculating a total weight of a bike is as follows: The weight of the rider + the pedelec's weight + the weight of the luggage / trailer. Please always refer to this instructions to find out the necessary information partaining on your electric bike's permitted weight.

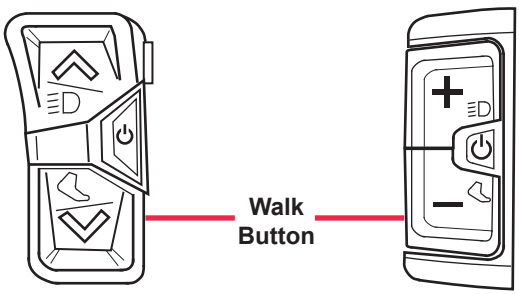
WARNING : Avoid cycling in the region with high flood risk. High exposure of water is dangerous for the electrical components and may lead to serious injury and/or permanently damage the electrical system.

WARNING : When the motor assist is on, do not put your foot on the pedal unless you're fully prepared. The e-bike will otherwise start and might catch the rider off-guard. This could result in an accident.

Walk Assist Mode

Walk assist mode is available in some models. Walk assists mode allows user to move the e-bike slowly, up to 6 km/h without pedalling. This mode is used to help the user move their bike without riding them. Do not use this walk assist mode while riding the bike.

To activate Walk Assist mode, press and hold the Minus button (Down) / Walk Button until a WALK symbol appears on the display. Hold Minus button (Down) / Walk Button again to run the motor using walk assist. Press the Plus button (Up) to disable Walk Assist mode.



Accesories

Your e-bike come with light reflectors for safety. If your e-bike is fitted with lighting system as well, check whether the lighting system worked properly by switching on the system and press the light button on the remote. The lighting system consist of front light and rear light; the mounting points differs according to the model. All the lighting systems are of a LED type and are integrated seamlessly into your e-bike system. No further maintenance is required for the lighting and reflectors aside from adjusting their position.

WARNING : Do not remove the reflectors installed on your e-bike. Installing a reflectors is mandatory by law and removing them could results in a decreased visibility by other road users especially at night.

C. Legal Requirements

There are various kinds of e-bikes, all of which have different requirements to comply with their respective regulations worldwide. A pedelec (pedal electric cycle) is an assist system in the e-bike which provides an electric support when the pedals are engaged. Pedelec has a strong motor: up to 250 watts at max (GB: 200 watts), however it can only provide assist until the bike reaches 25 km/h. Due to this limitation, an e-bike is still be classified as a bicycle and does not require registration. The S-pedelec is the faster version: the motor is stronger (usually between 350 and 500 watts), however said motor will shuts down automatically when the e-bike reaches around 45 km/h.

Please refer to specific regulations in your region regarding e-bike. Check the bike's registration form to see which pedelec model you have. Always comply with the legal regulations and do not illegally modify your e-bike.

According to several regulations such as European law, an e-bike is placed in the same category as a bicycle, therefore an e-bike has the same obligation as a regular bicycle does. The regulations for using bicycle lanes hence also the same. Different regulations may apply on different region; please consult on your local regulations regarding the use of e-bike on public road.

The rules and regulations for electric bicycle are constantly being revised and improved. Pay attention for changes relating to legal regulations so that you can always ride your e-bike legally and safely.

D. BEFORE THE FIRST RIDE

Before your first ride in a POLYGON e-bike, we recommend to thoroughly inspect crucial components on your e-bike. This section will explain about the main features of your e-bike and how to assemble any parts that comes unassembled.

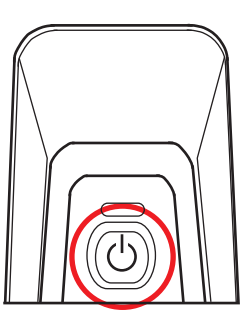
1. Inspecting important components to your e-bike
- Ensure that the battery is secure.
- Check the battery level; ensure that the charge is sufficient for riding.
- Make sure that all the connectors are securely fastened on the electrical system.
- Familiarize yourself with the functions on the operating element such as display.

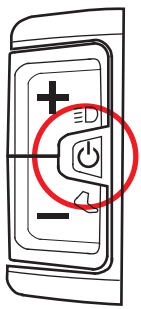
2. Instructions about electrics and electronics
Your e-bike is supplied with the corresponding operating manual for the motor from their respective manufacturer.

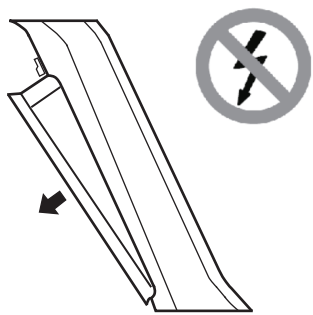
For more information about your e-bike's operation, maintenance, upkeep and technical data for specific component, please consult the instruction manual alongside the websites for each of the manufacturer's parts.

WARNING : The electrical installation of your e-bike is very powerful. The electrical components require a regular maintainance by a professional. Remove the battery immediately when you notice a damage to the electrical system, particularly when live parts are exposed after an accident. Always contact a professionals when you require repairs, asking a question, have a problem or discover a defect. A lack of technical knowledge can lead to severe accidents or injuries.

WARNING : Always turn off the system and remove the battery (if possible) before doing any work on the electrical system to your e-bike to avoid injuries and damage to the system.







• Only charge the battery with the charger it supplied with.
• Do not drop the battery.
• Never disassemble the battery; this may cause the battery to short circuit.
• Do not store or carry the battery near any metal objects (e.g. paper clips, nails, screws, keys, coins) that could cause short circuits
• Keep the battery away from high temperature.
• Keep the battery safe from water and other liquid.
• Do not clean the battery with pressured water. Use a damp cloth when cleaning the battery. Never use an abrasive solution to clean.

WARNING : Do not touch the motor when it has been continuously used for a long period of time. The surface of the motor may becomes hot and result in injury.

WARNING : Do not touch the charger adapter while the charging process is on the way. The surface of the charger adaptor may becomes hot and may result in injury.

WARNING : Do not make modifications to the POLYGON pedelec system, especially modification of the speed limits. A modified e-bike can no longer be used on public roads. All illegal modifications can be dangerous to you and the people around and will void the warranty.

3. About the Battery

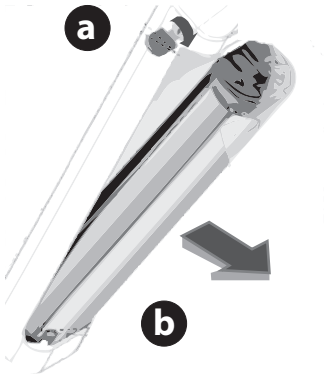
In some models, you can charge the battery directly while being mounted on the e-bike through the charging socket located in downtube. In other models, you may choose to disconnect the battery from the e-bike and charge it separately. This is especially recommended in cold climate: the warm temperature will charge the battery faster.

WARNING : Please note that a sudden increase of temperature might result in condensation. You can avoid this by storing the battery in the same place where it's charged, and only use the charger your battery supplied with or one which is designed specifically for the battery. Unchecked condensation might result in fire.

To maximize the lifespan, always strive to charge the battery in a temperature between 10°C and 30°C.

4. Removing the battery

(a) Turn off the e-bike, then insert the key into the keyhole. Turn the key to to disengage the locking plug and unlock the battery.
(b) To remove a detachable battery inside the downtube, press or slide the lock button on the top of the battery or downtube, and pull the battery down.
(c) To remove additional battery located outside the downtube, first detach the cable from the e-bike. Then hold the upper part of the battery and slide it sideways.



Hold the battery firmly and be careful not to drop it when removing, carrying or storing the battery.

For models that support an additional battery, you can install them by sliding said battery on its holder, located outside the downtube. Connect the battery into the e-bike's charging socket. This battery will add an extra range to your e-bike and can be detached as needed.

5. Charger

Read this operating manual for the charger before charging the battery for the first time.

- Only use the charger that came with your e-bike or one from the same manufacturer.
- Use the charger in a dry room and don't cover it up while it is in use. Covering the charger increasing the risk of fire.
- Whenever you clean the charger, always unplug it from the electrical socket first.

6. Charging the battery

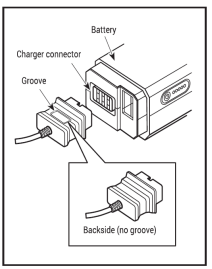
You may charge the battery through your e-bike charging socket. If the battery is detachable, you can opt to charge them directly. Connect the battery to the charger and connect the charger to an electrical socket with a voltage between 230 and 240 volts.

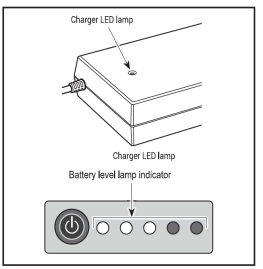
Charging the battery : Never stack or store several batteries on top of each other.

WARNING : For safety reasons, always charge a battery on a dry, non-flammable surface.

WARNING : Before charging or connecting to a power source, please read carefully the specifications and follow the instructions written on the label of the battery. Chargers that incompatible with the battery specification has a high risk of malfunction. Only use chargers from the same manufacturer with the battery.

If the charger or battery is equipped with a LED indicators, they will light up while the battery is charging. The LED Indicators will show your charging process and might be different in appearance depending on the model. When fully charged, the LED indicator will either turn itself off or changing color. Unplug the charger from electrical socket and the battery when the charging is complete. Only charge the battery indoor to avoid damage to the electronics.





Some battery and charger are not equipped with a LED indicator. In these models, the battery level can only be checked on the e-bike's display or battery indicator in the controller. For more information, please consult the operating manual provided by the battery's manufacturer that included with your bike.

Check the battery charge level and capacity before every trip. Only begin your ride if the battery charge is sufficient to assist you during your entire trip. Always make sure the e-bike have enough capacity to complete your journey in a safe and comfortable manner.

There are no memory effect on the battery; it is safe to fully charge them. The ideal temperature to charge the battery is between 10° C and 30° C. If a battery is charged in a colder temperature, it will take longer to fully charged. If the temperature is rising above 45° C, the battery will not charging to avoid damage.

When the temperature is dropping, we recommend to store and charge the battery in a warm place and only attach the battery to the e-bike before using. This will maximize the battery's usage.

WARNING : A damaged battery should never be charged nor be used any further. A battery can become warm while charging, this is normal. While charging a battery, a temperature up to 45° C is considered safe. If the battery temperature keep rising beyond 45° C, end the charging process immediately.

7. Storing Battery

Store the battery safely in a dry, well-ventilated area if not used for an extended period of time.

When storing, do not stack batteries on top of each other. Ideal room temperature for storing a battery range from 10 – 23°C and it is best to maintain a charge level around 50 – 75 %. Charge the battery at least once every six months; this will prolong the maximum lifespan of a battery.

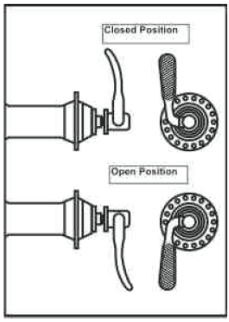
WARNING : Never ship a battery through mail services: batteries are considered dangerous goods. Always consult your local mail and shipping services for a best possible way to ship a battery if needed.

WARNING : Batteries may only be dispatched by a trained personnel. If you have a problem with your battery, contact a specialist or a retailer immediately. A specialist retailer can have the battery picked up free of charge and in accordance with the dangerous goods regulations.

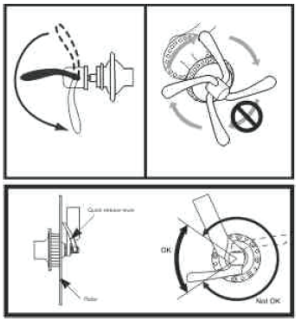
8. Setting up your e-bike

a. Installing the Handlebar and Front Wheel

The front wheel of your e-bike might need to be assembled before use. The thru axle or the quick release system are fastening devices used to fix construction elements to the bike, such as wheels. The are operated by means of the quick release skewer lever and an adjusting nut. Adjust the front wheel into position between the fork and use the wheel's fastening devices to lock the wheel into place.



Loosening the Adjusting Nut



Tightening the Adjusting Nut

The handlebar of your e-bike come detached and need to be installed before use. The height of the handlebar compared to the saddle and the distance between them will determine how much your upper body will incline and ultimately your riding posture. Adjust the handlebar position when fitting them to get the best possible riding experience.

To install the handlebar, fit the handlebar in stem and align it evenly with the front wheel. Re-tighten the stem bolt with a torque wrench. Ensure the stem is firmly fixed by placing the front wheel between your legs and turn the handlebars relative to the wheel. There should not be any movement in the handlebars.

b. Adjusting the saddle

Before riding your e-bike for the first time, please adjust your riding position and posture on the saddle. Adjusting your saddle is important because incorrect riding position will impact your comfort and agility when riding the e-bike. Saddle height, tilt and seating surface's horizontal level should be checked and fitted before riding.

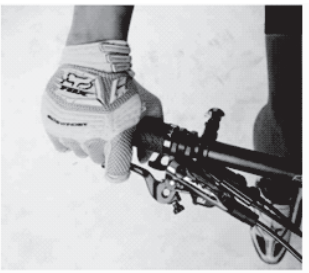
The knee should be directly above the axle of the front pedal.

Correct Seating Position

If your e-bike is fitted with a dropper seat post, check whether the whole system working properly by pushing the shifter in the handlebar. The seat tube should be able to be pushed down on a desired level and spring back up immediately when released.

c. Checking the brakes.

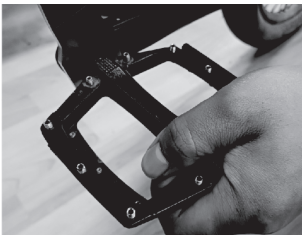
Brake levers must be adjusted in such a way that you can grip them securely without any problem. Ensure that you know the function and position for each brake to know which brake control the front or rear wheel. The brake lever should be adjusted to never touch the handlebar grip, even when they are being pulled in full. If your e-bike's brake quality has decreased, consult the service center immediately to determine the problem and avoid damaging your system.



⚠ **WARNING :** Brake components might become hot, especially after heavy use. Touching the components might result in serious injury. Avoid touching any hot surfaces of the brake system.

d. Installing the pedals.

Your e-bike might be supplied with a pair of pedals. To fit them, screw the pedals into place and tight them with an appropriate monkey wrench. **IMPORTANT :** Pay attention to the screwing direction for each pedal and tighten them with the correct torque. Grease the threads of both pedals before fitting them.



e. Safety Riding

You are responsible for your own safety, as well as the others while riding your e-bike. Bicycle helmet could prevent serious injury in case of an accident. Please consult with your local regulations whether wearing helmet are mandatory. As all mechanical components are subjected to wear and high stress, we recommend to always do a regular check-up on a key component such as frame, suspension, motors, brakes, tire pressure, rims, and steering system. Please keep in mind that weather might also severely affect your e-bike performance depending on their types, such as increasing braking distances in wet weather. Do not ride your e-bike if a problem arises on key components to avoid accident.

⚠ **WARNING :** A hard impact might damage, deform, and greatly impair the function of your bike. For composite materials such as carbon fiber, the impact damage might not be visible to the user. Always perform a regular checkup before riding. A damaged composite material should not be used and should be replaced immediately.

9. Riding your e-bike

As soon as you select an cycling mode and begin to pedal, the motor assist will start. At roughly 25 km/h, the motor support will automatically turns itself off; this is intentional. *(The motor are limited to provide support no more than 25 km/h)*. The motor of a s-pedelec, which has a higher performance (350 or 500W), will turns itself off automatically instead at 45 km/h. In the e-bike mode, you can travel up to 20km/h without additional pedal support. The motor power assist depends on various factors :

• Power assist when pedalling : If you pedalling with increased force, the motor will provide more assist proportional to the force of pedalling. This feature is useful in certain condition, i.e. when climbing uphill. However, this increases the power consumption and decreases the total range.

• Cycling mode : The higher the level of assist, the more power the motor will provide. A high motor asisst will require a high power consumption. The lowest support mode provides the least support but also the longest range.

• Total speed : The faster you travel, the stronger the support.

10. Range

Range estimation shown in the display is calculated under optimal conditions. Actual ranges achieved under day-to-day conditions might be different. Please consider this when planning your journey. Various factors that will affect the range of your e-bike are:

•Cycling mode : Different support level has different power consumption.

• Cycling style : You can save more energy by using the right gear. For example: in lower gear, less force is needed for pedalling which in turn will results in a lower amount of support. This will allows your e-bike to use minimal power.

• Ambient temperature : In colder temperatures, battery levels will decrease quicker, thus will affect the total range.

• Weather conditions and total weight : In addition to the ambient temperature, wind conditions might affect the total range of your e-bike. Headwind requires more physical effort and therefore more motor support.

• Technical condition and terrain : The air pressure in your tires will affect its rolling resistance. If the tire pressure is too low, the rolling resistance will increases significantly, especially when cycling over a smooth surface such as asphalt. Damaged brakes and a poorly maintained chain will also decrease the range of your e-bike.

• Charge status : The battery level informs you on the amount of electrical energy saved in the battery. The higher energy stored, the higher the total range.

• Battery capacity : The total capacity of a battery will decreases over time which will impact the total amount of energy saved in said battery.

11. Riding without support

You can also ride your e-bike without the drive support. If you choose to ride without a battery, make sure the battery connectors stay clean and dry; it is best to protect them using appropriate cover. However, you will not be able to use the electrical functions of your e-bike. If your e-bike is equipped with a dynamo-powered lighting system, you can also use the lighting system without a battery or with the electrical system switched off. If the light system are powered by a battery, you must carry a charged battery with you. Always use a battery and use an appropriate lighting system when riding at night.

E. SERVICE AND MAINTENANCE

Your e-bike need to be inspected on a regular basis. The first inspection should be performed at a specialist workshop after cycling roughly 200 km or after four to six weeks, whichever comes first. During your first kilometers, several screws connections might become loose; brake and gear cables could increase in length; the bearings might break and the spokes could readjust themselves. For these reason, the first inspection is necessary.

Maintenance and inspections will ensure that your e-bike will be always in the optimal condition, especially on the first few weeks.

Keep in mind that only certain components of your e-bike can safely be exchanged with another from different manufacturer. Changing other components beside these will void your warranty and insurance.

WARNING : Composite materials such as carbon fiber might react with high temperatures. Consult your dealer whether your e-bike contain a composite materials in its system. Avoid using and storing bicycle with composite materials in a high-temperature area.

Components that are only allowed to be replaced with parts that approved by their respective manufacturer are as follows:

- Frame
- Fork
- Motor unit
- Battery
- Tires
- Rims
- Brake system
- Front light
- Rear light
- Number plate holder
- Side stand
- Handlebars
- Stem

If a components replacement is required, prioritize using the same component.

- Exposed live parts should only be maintained and cleaned at a bike shop.
- Only replace the e-bike's components with original parts or parts that have been approved by the manufacturer. Otherwise your warranty claims may be rendered invalid.
- Remove the battery before cleaning your e-bike.
- Ensure that you do not touch and thus accidentaly connect electrical terminals when cleaning or detaching the battery. You risk being hurt and the battery may suffer damage if the terminals are live.
- Cleaning with a high-pressure cleaner may damage the electrical system. High pressure levels can result in cleaning fluid seeping into sealed components and cause damage.

Keep the cables and electrical components from damage. If a damage already occur, refrain from using your e-bike until it has been inspected by a professionals.

WARNING : Do not let children ride the e-bike unattended. Please thoroughly instructing them on how to use the e-bike before use. Explain to children the dangers of using electrical devices.

If the motor is damaged or shows any abnormal condition, please consult the dealer. Do not try to take the motor off or disassemble them. Damaged motor should only be inspected by a professional.

Lubrication

Use chain lube to lubricate your e-bike's chain regularly. Remove dirt from the chain before applying lubricant. Always use a specifically designed chain lubricant for bikes, avoid other type of grease or oil. Never let your e-bike's chain dry to avoid damage.

WARNING : Do not apply lubricants on the rotors or similar friction part on the brake surfaces. This will result in a loss of braking performance and could cause a serious incident.

Wheel and Rims

Wheel and tire will wear out during normal use. Tire has various types meant for different uses; consult your dealer when selecting a new tire. Modern rims have engraving, colored points or another type of markings on their brake surfaces and rims. This shows how much tread is left on said wheel. Replace the rim immediately if the markings is no longer visible.

WARNING : A damaged rim pose a danger towards the rider. Wheel rims are subject to wear and tear on normal use; do not ride a bicycle with a rim that has signs of wear and damage. A worn rim loses its stability and can lead to serious accident. Always inspect wheel rim and tires before each use and always adheres to the tire's recommended air pressure.

ADJUSTING SUSPENSION & FORK-END

Some e-bike models are equipped with adjustable fork-end and suspension system. For models that are equipped with a Flip Chip system, you can adjust the bike's overall geometry for your liking through "flipping" the chip located in the suspension's linkage or the fork end. These will result in different riding quality and characteristics. For more information, please consult the online manual.

WARNING : Any suspension system your e-bike may be equipped with requires adjusting to the rider's weight and their intended use. This required professional knowledge and experience. Consult your dealer to make any relevant adjustments. Adjusting a suspension system must be carried out in accordance with the specifications outlined in the suspension's manual.

F. TRANSPORTING THE PEDELEC

1. By car
You can transport your e-bike like a regular bicycle using a suitable bicycle rack. (Please note that e-bike are much heavier than a regular bikes). Ensure that the bicycle rack is able to support the e-bike's weight.
• Before transport, remove the battery from the e-bike and carry it separately.
• Make sure that the battery's terminals are covered and safe from short circuit.

2. By public transportation
The same consideration for transporting a regular bicycle must be applied. We recommend to remove the battery and carry it with you before getting on any public transport. Do not to put it back on your e-bike until you have arrived on your destination.

3. Aircraft
Batteries must be transported as you would dangerous goods; in addition, the battery must be appropriately marked. Consult your airline services for further information.

G. LIABILITY FOR MATERIAL DEFECTS AND LIFESPAN

The mandatory two-year warranty for material defects applies on this e-bike. Increasing forces caused by the electric motor means that some parts, such as the brakes and tires, are subjected to greater wear and tear than a normal bicycle. This is the result of e-bike weight and its higher average speed from a motor support. Wear and tear on such parts is normal and not considered a material defect and therefore not covered by the warranty. Typical parts to which this condition applies are:

• Tires
• Brake pads
• Drive components
• Spokes

The battery is subject to aging and will decrease in performace after certain total charging is reached; this battery lifespan is known as the cycle count. On a normal usage, battery will gradually loses its capacity over the years; please consult the battery manual regarding its charging cycle and reccomended time to replacement. Take this into account when planning journeys and ensure that you replace battery when its due. Replacement batteries can be purchased from your specialist retailer.

Batteries from pedelecs and e-bikes

Batteries belonging to e-bikes should be treated as hazardous material and therefore are subject to compulsory special labelling. They have to be disposed of by professionals or the manufacturers.

Batteries are not meant to be disposed with regular wastes. Broken or old batteries should be disposed at a bike shop.

Anti - Tampering

You're not allowed to modify, or knowingly cause and allow modification to be made on your e-bike electronic system. This includes motor, battery, display, electronic shifter, derailleur and lighting system(s). You may not disassemble these electronic(s) and/or tampering it in any way possible, including but not limited to software modification, unauthorized tuning, and changing physical or digital information pertaining your e-bike. We shall not assume any responsibility once the electronics has been tampered an any way by an unauthorized party.

User services and privacy policies

How we access your personal information

1. We will strive to always provide support and ensure that user can access, update or revised your registered personal information when using our services. We are allowed to ask user(s) for relevant identification document(s) to ensure both the user's and the e-bike safety.

2. We will take precautions and an appropriate security measure to ensure that your stored personal data is secure. This including but not limited to encryption, secure data collection and physical security to protect the data from unauthorized access.

3. We shall assume no responsibility for any error caused by the user(s) own actions or any force majeure that might happen while using the e-bike. This including but not limited to personal information disclosure, undocumented acquisition, and knowingly use or transfer of content that may include private information. You are responsible to keep your private information secure while using your e-bike.

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