



e2o

**User  
Manual**

Congratulations for purchasing a Smartmotion electric bicycle!

*Your e-bike is driven by a motor embedded in the rear of bike and cannot be driven directly by throttle. The motor is powered by a battery. The amount of power delivered to the motor, and hence the accelerating force on the e-bike, is controlled by you in a way according to the power-assisted mode you choose.*

**Contents**

1. Service Record
2. Assembly instructions
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4. Maintenance & Adjustment
5. Main Specifications
6. Do's and Don'ts
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8. Display Panel Controls
9. Battery instructions
10. Warranty
11. Caution

In the **E20** box you will find the following items:

1. Smartmotion electric bicycle
2. Battery charger
3. 2X Pedals
4. 2X keys for battery lock



**Model:**  
**E20** \_\_\_\_\_

**Serial Numbers:**  
\_\_\_\_\_

**Dealer:**  
\_\_\_\_\_

**Batch Number:**  
\_\_\_\_\_

**Purchase Date:**  
\_\_\_\_\_

**Check for damage**

- Frame & Fork
- Rims
- Cables & connections

**Lubricate**

- Chain
- Derailleur
- Seatpost

**Adjust and Tension**

- Spokes
- Gears
- Seat
- Reflectors
- Handlebars, Stem, Grips
- Brakes
- Cranks & Motor Axle
- Wheel Axles
- All Fasteners

**6 Weeks/200km**

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

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

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

**6 Months**

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

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

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

**12 Months**

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

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

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

**24 Months**

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

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

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

Manufacturer: Suzhou Waytour Sport Technology Co., Ltd

Address: No. 438 Kunjia Road, 215300 Kunshan Jiangsu, PEOPLE'S REPUBLIC OF CHINA

*It is highly recommended that a trained and qualified bicycle mechanic assembles your bike. Your bike is 95% 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.*

**Note:** If your bicycle is fitted with quick release axles, make sure locking levers are correctly tensioned and in the closed position.

**Note:** The max tire size would fit the rear rack is 20 inch.

## 1. Unpack

Break the seal and lift the two flaps on the top of the box. Remove the recyclable protective materials first, then carefully lift the **E20** upwards from the carton (this is best done by two people). Carefully proceed to remove all of the protective materials, and rest the bike on its fork. We recommend that the **E20** is inspected for shipping damage or defects before further setup progress is made.



## 2. Handlebar Setup

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



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



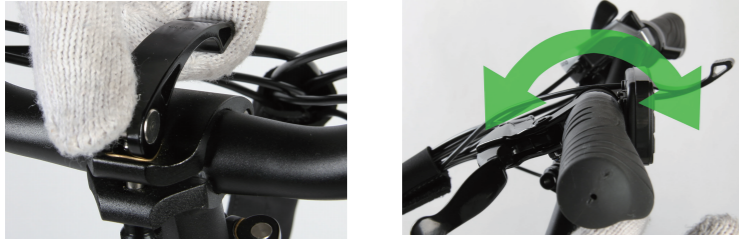
Once tight, unfold the handle bar again and secure with the QR lever against the stem post. Finally rotate the plastic safety lock ring until it engages and locks the alloy lock lever closed.



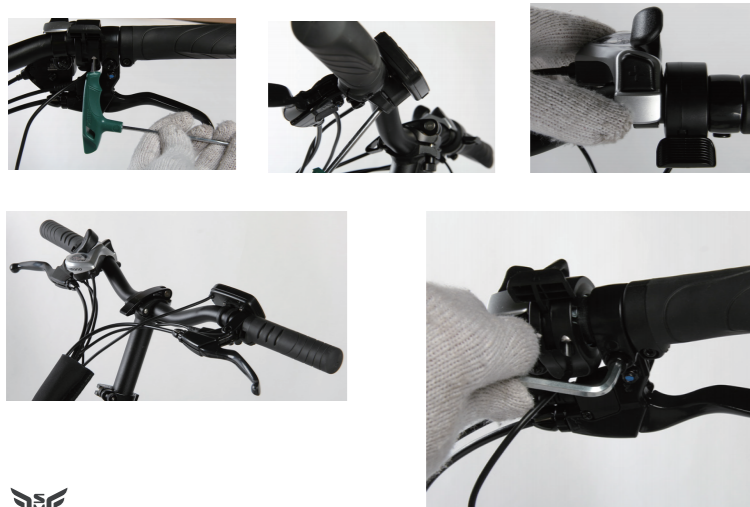
Adjust the vertical height of handlebar by releasing the quick release lever on the mid-section, and lifting the bars to the desired height. Lock the quick release lever firmly down of the stem post.



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



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



### 3. Pedals

Attach the pedals to the cranks, paying attention to the markings on the axle. The pedal marks inside showing side, L means left and R means Right.

**Note:** the pedals have opposing threads – screw in the left pedal counterclockwise and screw in the right pedal clockwise. Instal L pedal counterclockwise and the right pedal clockwise.

**Note:** Assembly instructions and a list of tools necessary to accomplish proper assembly and adjustment of the particular model, including a recommendation that the torque requirements listed in the maintenance section of the manual be also observed during initial assembly and that a torque wrench be used.



### 4. Seat

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



### 4. Folding and unfolding

Your smartmotion bike has a two stage release lever for the frame hinge. **FOLD:** To release the main lever, slide the small safety catch across before releasing the main lever. The frame can then be folded.



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



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



**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.** Even 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 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.** Make sure the rear suspension underside of your seat is out of reach of your child to avoid finger injury.

**9.** 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.** If there is no rear rack on the electric bicycle, do not fix the rear rack by yourself. Consumers are not allowed to modify luggage racks by themselves.

**10.** When the goods are put on the rear rack, the reflector or the lights should not be blocked. The goods should be put on the two side of the rear rack evenly. Consumers need to understand that once the luggage rack is loaded, it will affect the overall handling of the bicycle.

**11.** Consumers should make sure that the luggage rack is loaded. It must be in accordance with the manufacturer's instructions. There is no belt, and the rope is rolled into the wheel.

**12.** Any goods only can be safety on the carrier.

**13.** 10. The luggage carrier is not suitable for insert the child seat.

**Your bicycle must be returned to your servicing dealer or bicycle/motorcycle mechanic after six weeks 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 the requirement of your country. In UK, NZ and AU 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 26-54psi and adjust if necessary.
- Check for any loose nuts, bolts, or fixings.
- Check brake functions, cable tension, pad clearance, etc.
- Check all electronic functions are ok (functions detailed later in this manual).
- Check the reflectors are in place and the lights are working (detailed later in manual).

### Torque Settings

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

<b>a.</b> Brake Disc bolts	6-8N.M
<b>b.</b> Seat angle clamp bolt/s	6-8N.M
<b>c.</b> Crank bolts	45N.M
<b>d.</b> Gear shifter bolts	4N.M
<b>e.</b> Rear carrier bolts	8N.M
<b>f.</b> Mudguard bracket nuts/bolts	8N.M
<b>g.</b> Rear wheel axle	10-12N.M
<b>h.</b> Bolt for handlebar (M5)	5N.M
<b>i.</b> Handlebar stem clamp bolt	6-8N.M
<b>j.</b> Seat post clamp (M6)	8N.M
<b>k.</b> Brake mounting bolt	9-13.5N.M

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	5.0-6.0N.M
M6	6.0-8.0N.M

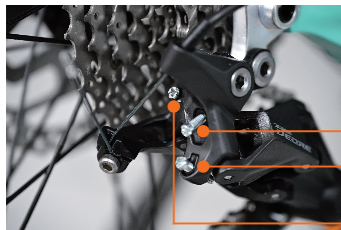


### For basic adjustment, tools Required

- Allen/Hex Key Set: 8mm, 6mm, 5mm, 4mm, 3mm, 2.5mm
- Philips Screw driver
- Shock pump

## 1. Gear Adjustment

Adjust the cable tension Adjustment Bolt to align guide pulley with the centre of the cogs (setting this in gear 5 or 6 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. .



H adjustment screw

L adjustment screw

Adjustment Bolt

## 2. Bike setup

It is important to set up your bicycle up for both safety and comfort, failure to do so 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.

The chain tension can be adjusted by the rear derailleur, if you need to get more detail information, please see the instruction manual of derailleur adjustment.

## 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 should be cleaned separately with a damp cloth, then dried afterwards.

**Note:** In salty conditions it is essential to clean and lube your bike regularly. Do not clean your electric bike with high-pressure water from a hose or power-washer.

## 7. Other Maintenance

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

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 crack, scratches or change of colouring in highly stressed areas indicate that the life of the component has been reached and it should be replaced.

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.

**Note:** E-bikes are for on road or improved trail use only and should not be used for riding rough trails. Damage to the bike may occur if used off road.

**Note:** Your bike does not support the use of a bike trailer or bike hitch.

**Note:** Bicycle chain tension is not adjustable.

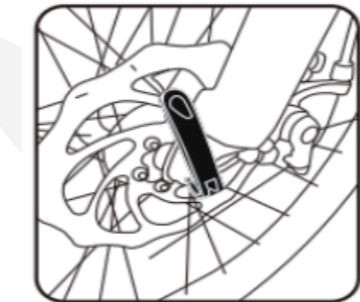
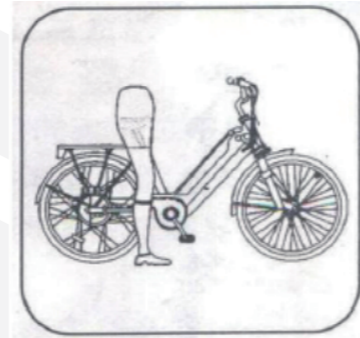
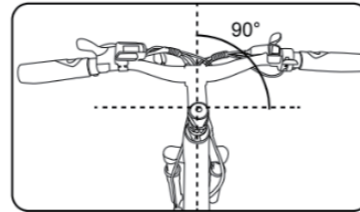
**Note:** Suggest storing some appropriate spares, such as tyres, tubes, and brake friction-components.

Please pay attention to the handlebars could be aligned with the forks in the reversed position.

When you sit on the saddle to tread on the pedal flatly by heel, when the pedal is at the lowest position, legs slightly stretch, and at this time it is the most suitable height; if the rider can tread on the pedal only by toes or legs cannot stretch slightly, fatigue and sports injury will be caused, so there is a careful need for adjustment of the height of the handlebar stem and saddle post.

**Adjustment of the front wheel**  
Slip the wheel into the forks. Slip on the safety catches and then the nuts on both sides. Spin the wheel and check whether it is straight, If your bicycle is fitted with quick release axles, make sure locking levers are correctly tension and in the closed position.

The handlebar hand grips or tube end-plugs shall be replaced if damaged, as bare tube ends have been known to cause injury.



<b>BATTERY</b>	In-tube 36V 12.8Ah 460.8Wh advanced lithium ion battery. Superior weather proofing.	<b>RIM</b>	Alloy double wall rims.
<b>RACK</b>	Heavy duty rear rack, luggage. 20kg load rated.	<b>DISPLAY PANEL</b>	Multifunction full color LCD system including speed power
<b>BRAKE</b>	Front and rear disc brakes.	<b>LIGHT</b>	Integrated front and rear light system, powered from the main battery.
<b>GEARS</b>	SHIMANO 7 speed wide-range cassette with derailleur & shifter.	<b>SEAT</b>	Vacuum seat.
<b>FRAME</b>	Alloy folding frame and foldable pedals.	<b>CABLES</b>	Marine-rated cables and plugs on all components for simple and quick servicing/replacement.
<b>HANDLE BAR</b>	Alloy, 600mm wide. Height adjustable folding handle bars for relaxed, upright ride posture.	<b>MOTOR</b>	Lightweight high speed brushless 250W rear motor.
<b>FORK</b>	Alloy rigid fork.	<b>OPERATION</b>	Cadence sensor.
<b>MUDGUARD</b>	Polypropylene wide - guards with heavy duty stays.	<b>WARRANTY</b>	2 year warranty on battery and motor, 3 year on frame, 12 months on all other components.
<b>TYRE</b>	Innova IA-2128 20*2.0 city tire, specific for ebike		

\* Total bicycle weight 28 kg



**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.

**Note:** Handlebar cannot affect the reaction of their vehicles to steering and braking.

**Don't** touch hot surfaces after prolonged use. (e.g. disc brake)

**Important:** Your bike will arrive with the battery partially charged. You should connect the battery to its charger before using for the first time. It's also best to fully use all of the battery capacity for it's first use. 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 underload (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 purchased 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.

**Note:** To prevent unauthorized modification of EPAC's drive system to the extent possible, so as not to affect the technical requirements and specifications of its functional security.

**Note:** The goods should be put on the two side of the rear rack evenly.

**Note:** E-bikes are for on road or improved trail use only and should not be used for riding rough trails. Damage to the bike may occur if used off road.

**Don't** attempt to open the motor or battery if 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 fully 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.

**Don't** overload on your rack. Maximum load of front luggage rack: 15KGS; Maximum load of rear rack: 2 5KGS, overloading is prohibited at your own risk.

**Don't** modify luggage racks by yourselves.

**Do** nderstand that once the luggage rack is loaded, it will affect the overall handling of the bicycle.

**Note:** When that the luggage rack is loaded, it must be in accordance with the manufacturer's instructions. And there is no belt, and the rope is rolled into the wheel.

**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 whistling occurs, precautions must be taken by the owner to ensure that all associated risks are mitigated through careful and proper use.

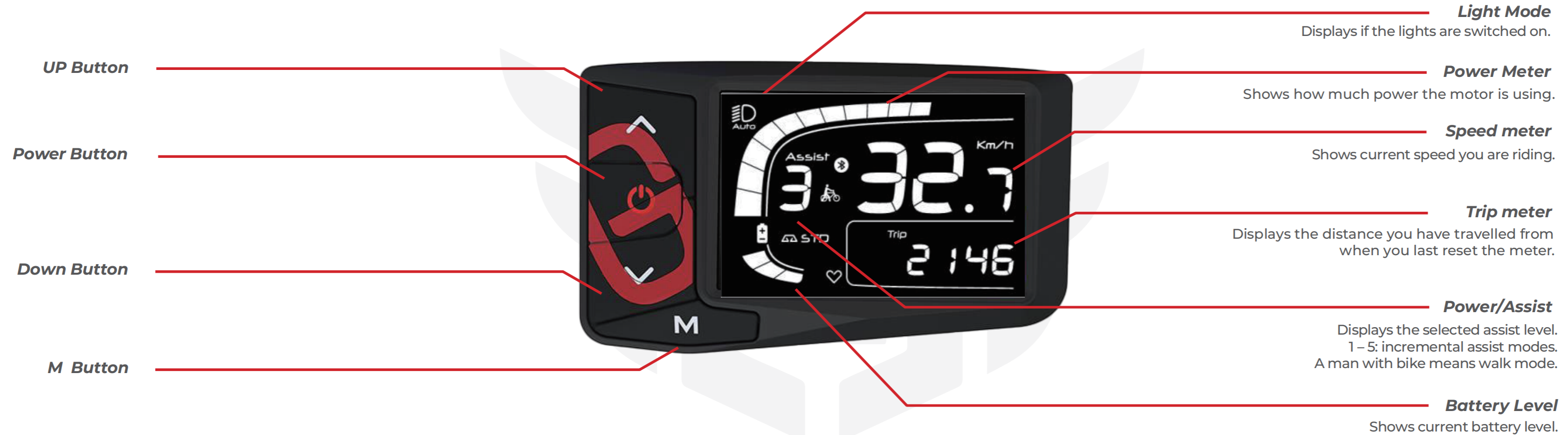
**Note:** Any goods only can be safety on the carrier.

**Note:** The A-weighted emission sound pressure level at the driver ears should be less than 70 dB.

**Note:** Regularly check fasteners for looseness, if any, corrective measures should be taken promptly.









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 3 seconds.

**Note:** the display will power off after 5minutes without use.


### Turn Light On/Off \*

Click  button to toggle the light on/off.

### Pedal Assist


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

### Walk Mode


Press and hold down  for at least 3 seconds when not pedaling to enter walk mode. The bike will then slightly accelerate up to 6kph to assist you when walking the bike up a steep hill.


You could use throttle to enter walk mode too when not pedaling. Walk mode reach the top speed 6KPH at the smallest gear.

### Setup Speed Unit


Press and hold  for 3 seconds to enter the setup menu.

Use  and  to change the unit.

Touch  to select the unit.

Touch  again to save and finish the set up.

### TRIP,ODO,RANGE

Click  to change between trip,ODO,Range.

### Sleep Mode

If the bike remains stationary for 5 minutes, the LCD automatically powers down.

### 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.



**Error Code**

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

### Error Code

CODE	DISCRIPTION	SOLUTION
1	Communication anomaly	Replace display
2	Controller protection	Replace contoller
3	Power anomaly	Check the motor cable
4	Battery undervoltage	Charge battery
5	Brake cut-off anomaly	check brake cut-off cable
6	Motor Hall signal anomaly	Check the motor cable
7	Throttle anomaly	Check throttle cable
8	Controller anomaly	Replace contoller
9	Overvoltage protection	Replace battery
10/A	Communication anomaly	Check yellow display cable
13/D	Controller program error	Back to dealer
15/F/30	Communication anomaly	Check green display cable



### 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 outlets switch off.



### Battery Removal

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

**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.



### Battery Capacity Display

The capacity display button is found on the top of the battery unit. When single-pressed, the LED will display a coloured light for 4 seconds, indicating the approximate battery capacity

**Green** : over 80% battery capacity  
**Yellow** : 20%-80% battery capacity  
**Red** : under 20% battery capacity



**Note:** It is important for the customer to follow the instructions on the battery charger label.

### Connections

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

**WARRANTY**

Your Smartmotion bike is covered by the following limited warranty.

<b>FRAME</b>	<b>3 YEARS</b>
<b>MOTOR</b>	<b>2 YEARS</b>
<b>BATTERY</b>	<b>2 YEARS</b>
<b>CONTROLLER</b>	<b>1 YEAR</b>
<b>OTHER COMPONENTS</b>	<b>1 YEAR</b>
<b>TOTAL WEIGHT LIMIT</b>	<b>130 KG</b>
<b>RIDER WEIGHT LIMIT</b>	<b>75 KG</b>
<b>CARGO WEIGHT LIMIT</b>	<b>25 KG</b>

The maximum permissible total weight: 130 kg, the mass of EPAC: 25 kg

**Definitions**

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

“**WARRANTOR**” means the licenced Smartmotion Bikes importer in the country of sale.

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

**Limited Warranty**

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

**Exclusions**

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

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

- a.** The failure to properly assemble, use, maintain, store, or transport the PRODUCT as specified in any manuals or other literature supplied by WARRANTOR, on WARRANTOR’s website, or in accordance with any applicable laws, codes, regulations or standards;
- b.** The failure to meet the six-month service schedule;
- c.** Any PRODUCT purchased from any entity other than WARRANTOR, WARRANTOR’s OEM (original equipment manufacturer) customers, or WARRANTOR’s authorized dealers;
- d.** 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 20% 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.

**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, Downhill, competitions / racing, large jumps, or otherwise reckless riding for which the **PRODUCT** is not designed for;

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

- i)** Chain, gear or sprocket wear;
- ii)** Bearing wear including that of hub, motor and drive train component assemblies;
- iii)** Brake pad, fluid, seals and disc wear;
- iv)** Tyre and tube wear
- v)** Handgrip, pedal, and saddle wear;
- vi)** Battery capacity decay;

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

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

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

**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.

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

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

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

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

- i)** Improper or inadequate packing of the **PRODUCT** for transit;
- ii)** Intentional further damage inflicted by continuity of riding or use;
- iii)** Third-party transport contractor mishandling (i.e. courier drivers / vehicles)



**PROCEDURE OF WARRANTY CLAIM**

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

- a** The unaltered frame number, or photograph of the frame number, of the **PRODUCT**;
- b** The serial number of the relevant subcomponent if required by the **WARRANTOR**;
- c** Full proof of purchase clearly displaying the **PRODUCT(S)** purchased and the date of purchase;

**To complete a valid claim, the PURCHASER must:**

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

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

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

**NO TRANSFER OF LIMITED WARRANTY**

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

*\* Product images are for illustrative purposes only and may not necessarily reflect the actual componentry on the bike.*

*1. Usually, the hydraulic disc brake has self-adjusting function and does not need to be adjusted. If it is necessary to adjust the gap between the disc and the brake, loosen the fixing screw and adjust it. Then tighten the set screw. This adjustment is difficult, so it is recommended to follow the instruction manual of braking system or carry out it in the service center. If the brake pad is damaged severely, please replace it in time thus ensure the efficiency of the brake*

*2. Suggest storing some appropriate spares, such as tyre, inner tube, and brake friction-components.*

*3. 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 crack, scratches or change of colouring in highly stressed areas indicate that the life of the component has been reached and it should be replaced.*

*4. Handlebar cannot affect the reaction of their vehicles to steering and braking.*

*5. Anti-tampering*  
*Definition of tampering: To prevent unauthorized modification of EPAC's drive system to the extent possible, so as not to affect the technical requirements and specifications of its functional security.*  
*Anti-tampering liability: Once the consumer or dealer tampers with any parts of the bicycle, any risks and liabilities arising from it, we shall not assume any risk stake.*

*6. 5. Please pay attention to the safe use of braking systems, don't use the front and rear brake together suddenly, it will make you fall forward to hit yourself, use the rear brake first smoothly and then use the front brake.*





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[www.smartmotionbikes.com](http://www.smartmotionbikes.com)