

DAXYS

FOX
Electric XC Bike



USER MANUAL v1.0

DAXYS

FOX USER MANUAL

Please read this manual very carefully before using the product. The manual contains important instructions for the safe use and longevity of your bike.



LANCEHEAD
MEDIA

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RIDING INTRODUCTION

Do not use the product before carefully reading the instructions and understanding the performance of the product; Before cycling, check whether the brakes work. When braking, please brake rear first and then front. Pay attention to the brake tightness. If the brake is too loose, use an Allen wrench to tighten it. Pay attention to increase the braking distance when riding in rain and snow. Applicable age: 16 ~ 65 years old. Please wear safety helmets and obey the traffic rules when cycling. It is not allowed to drive in motor lanes and roads with more pedestrians. Please check the tyre pressure before cycling. The recommended tyre pressure is **30-80(max) PSI**. When using the motor, pay attention not to hit it vigorously and keep the rotating shaft lubricated. The maximum load is **125kg**.

SAFETY INFORMATION:

ALWAYS WEAR A HELMET AND SAFETY EQUIPMENT

Helmets significantly reduce the number and severity of head injuries. Always wear a helmet that complies with your state laws when riding your eBike. Make yourself more visible by wearing bright reflective clothing. Keep your reflectors clean and properly aligned. Use head and tail lights in reduced lighting conditions. Wear sturdy shoes and eye protection. Also check your state laws concerning other protective gear that may be required when riding your eBike.

KNOW YOUR EBIKE

Your new eBike incorporates many features and functions that you may be unfamiliar with. Read this manual thoroughly to understand how those features enhance your riding pleasure and safety.

RIDE WITHIN YOUR LIMITS

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Not to be used by children without adult supervision.

Take it slow until you are familiar with the riding conditions, as traction can be greatly reduced and brakes become less effective. Never ride faster than conditions warrant or beyond your riding abilities. Remember that fatigue, and inattention can significantly reduce your ability to make good judgments and ride safely.

KEEP YOUR EBIKE IN SAFE CONDITIONS

For your safety and enjoyment, and to ensure a long life for your eBike, inspect and maintain your eBike regularly.

Follow the inspection and maintenance guidelines throughout this manual. Check critical safety equipment before each and every ride.

STATEMENT OF RESPONSIBILITY:

After riding, please store in a place without direct sunlight and away from rain; Check the motor and brakes frequently; Regularly check the screws of the eBike and the places to be tightened, and tighten them regularly. The front and rear wheels of the vehicle shall be located at the center of the front fork or frame; Frequently check whether there are scars, cracks or excessive wear in the rotation. The inner tube and air nozzle should be perpendicular to the wheel hub and should not be tilted. Damage or excessive worn outer tyres needs to be replaced immediately. Please find a professional technician to replace your outer tyre. If your outer tyre accidentally punctures and leaks, please contact a professional technician to repair or replace it.

PRODUCT DISCLAIMER:

The contents of the user manual shall not be copied, modified, reproduced, transmitted or published in any form without the prior written permission of the company.

Please read this manual carefully before using the product and operate in accordance with it, otherwise, the company will not be responsible for product damage or personal and property losses caused by improper and wrong use. The company reserves the right to modify and finally interpret the product models, specifications or relevant information mentioned in this manual; The functions of the specific model mentioned in this manual are only applicable to the specific model; The product models, specifications or relevant information mentioned in this manual are subject to any modification or change without notice; Please read this manual carefully before using the product and operate in accordance with it. Otherwise, the company will not be responsible for product damage or personal and property losses caused by improper and wrong use.

BEFORE YOU RIDE

Perform Regular checks and maintenance as outlined below

COMPONENT OR CONDITION	INSPECT BEFORE EVERY RIDE	INSPECT PERIODICALLY	CLEAND AND/OR LUBRICATE	ADJUST / TIGHTEN	REPAIR / REPLACE (IF NECESSARY)
Tyre presure	✓			✓	
Tyre wear/damage	✓			✓	
Brake pad adjustment	✓			✓	
Wheel quick release adjustment	✓				✓
Head and tail lights	✓				✓
Controls and displays	✓				
Seat post quick release adjustment	✓			✓	
Brake pad wear		✓			✓
Brake cable tension wear		✓		✓	✓
Spoke tension		✓		✓	
Wheel true / Alignment		✓		✓	
Hub bearings		✓	✓	✓	
Chain lubrication		✓	✓		
Derailleur adjustment		✓	✓	✓	
Reflectors		✓			✓
Battery and charger		✓			✓
All bolts, nuts & mounting hardware		✓		✓	✓

BATTERY DISPOSAL



According to directive **AS/NZS 5139:2019** (*Safety of battery systems for use with power conversion equipment*) and **AS IEC 62619:2017** (*Secondary cells and batteries containing alkaline or other non-acid electrolytes*), defective or used batteries, battery packs or single cells must be collected separately and disposed of in an environmentally friendly manner.

Used cells and batteries are recyclable economic goods. In accordance with the marking showing a crossed-out waste bin, these batteries may not be disposed of as domestic waste.

NOTICE:

- Used batteries must be treated as hazardous waste.
- Batteries must be disposed of in accordance with the relevant national environmental protection regulations.
- Return batteries to a recycling facility, or an authorised Daxys dealer.
- In case of uncertainty contact Daxys customer service department.

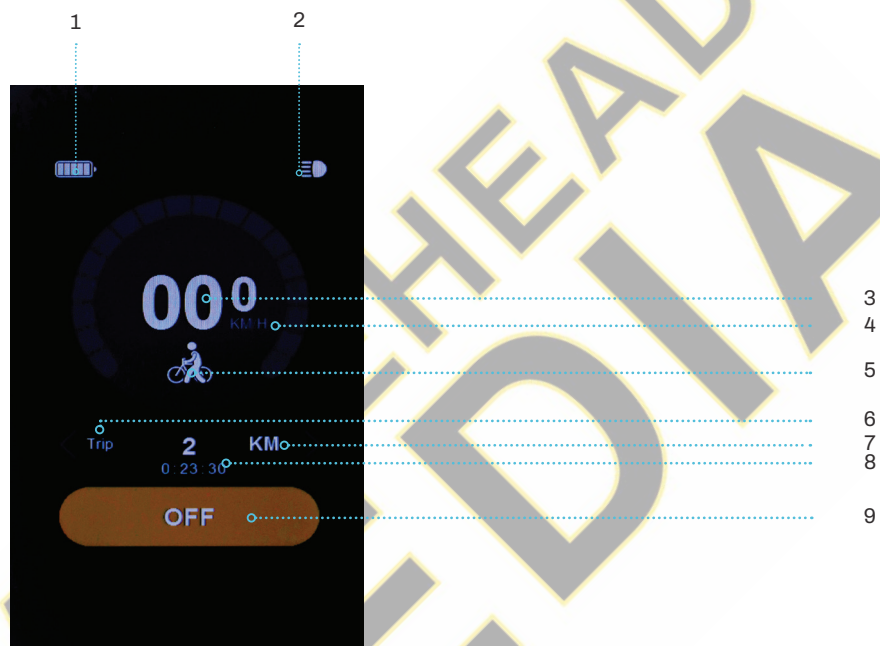


MEET YOUR BIKE:



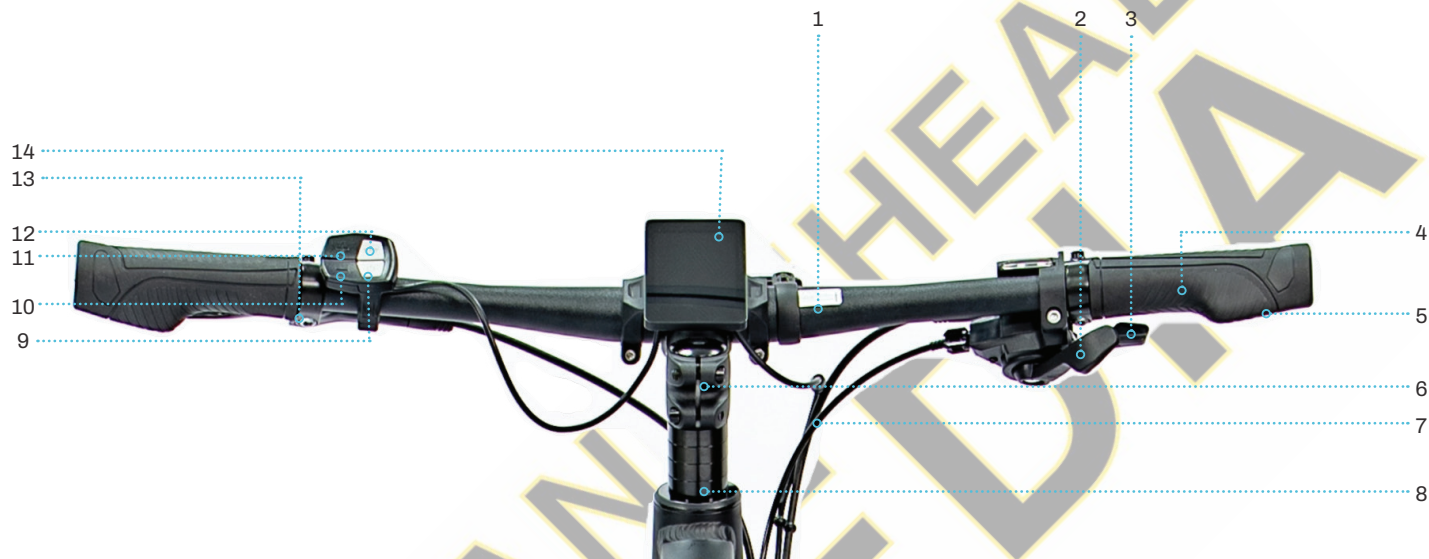
1. Stem
2. Controller
3. LCD display
4. Rear brake lever
5. Rear speed shifter
6. Front brake lever
7. Headlight
8. Shock-absorbing front fork
9. Tyres
10. Brake disc
11. Brake caliper
12. Front wheel reflector
13. Wheel rim
14. Battery
15. Motor
16. Crankset
17. Pedal
18. Derailleur
19. Rear wheel reflector
20. Gear cassette (9 speeds/gears)
21. Back reflector
22. Seat

DISPLAY GUIDE:



1. Battery level
2. Headlight (ON if visible)
3. Current speed
4. KM/H MP/H
5. Walk mode (ON if visible)
6. Trip / Cadence / Total
7. KM / Miles / RPM
8. Trip time / Total riding time since last reset
9. PAS (pedal assist system) indicator

HANDLEBAR GUIDE:



1. Handlebar

2. Other Shifter (Lower Gear)

3. Main Shifter (Upper Gear)

4. Grip

5. Front brake lever

6. Stem bolts

7. Cables

8. Stem rotation bolts

9. On/Off button

10. Down / Decrease button

11. Up / Increase button

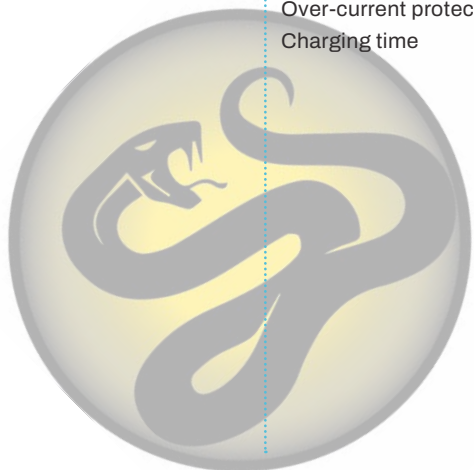
12. Set button

13. Rear brake lever

14. LCD display

PRODUCT SPECIFICATIONS:

	Parametre	Value
Appearance Dimension	Body material	Aluminum alloy
	Vehicle colour	Black
	Bike size	Length*width*height: 1760mm*700mm*1060mm
	Hub form	spoke wheel
	Hub size	27.5"
	Package size	Length*width*height: 1400mm*220mm*790mm
	Performance Parametres	Gross / net weight
Maximum payload		125kg
Top speed		50Km/h
Endurance Mileage		90-150KM (the lower value is closer to real-life performance)
Maximum climbing angle		25 degree
Service temperature range		-0~+45° C
Waterproof grade		IP65
Charger Parametres	Input	AC 180-240V, 50/60 Hz, 2A MAX
	Output	DC 42V 0.001-3A 126W MAX
Battery parametres	Battery type	18650 Lithium ion power battery
	Battery capacity	13Ah
	Battery rated voltage	36V
	Under-voltage protection value	29V
	Over-current protection value	15±1 A
	Charging time	4-5h

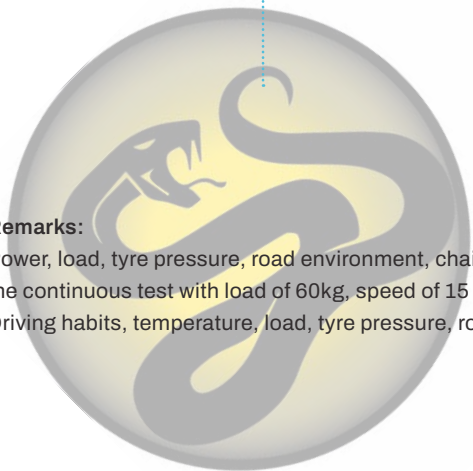


	Parametre	Value
Electrical Specifications	Motor mode	Moped
	Motor type	27.5"/36V/High speed gear / pedal sprocket motor
	Motor rated power	350W (Standard)
Product Features	Instrument display	Multi-functional color LCD screen
	Front lighting	Yes
	Brakes	Front and Rear hydraulic disc brakes
	Tyre style	Pneumatic tyre
	Tyre size specification	27.5x1.95"
	Air nozzle:	The inner tube valve is AV
	Front fork suspension	Yes
	Middle(rear)shock absorption	No
	Speed gear	9 Speed
Headlights	Yes	

LANCET HEAD MEDIA

Remarks:

Power, load, tyre pressure, road environment, chain and axle lubrication will affect the maximum speed; The endurance mileage is obtained from the continuous test with load of 60kg, speed of 15 ~ 25km / h, flat and hardened road surface, from full charge to complete power consumption; Driving habits, temperature, load, tyre pressure, road environment and other factors will affect the mileage.



ASSEMBLY INSTRUCTIONS:

1. UNBOXING & TOOLS

1. Unpack your new Daxys Fox eBike.

2. Have the tools and parts ready.



3. Remove packing materials.

* Be careful not to scratch the paint



4. Remove front wheel.

*Be careful not to cut the tyre



2. HANDLEBAR INSTALLATION

1. Turn the fork in the correct position

** Rear brake is on the left, front brake is on the right side of the bike.*



2. Remove the 4 front stem bolts, then the stem cover.



3. Place handlebar in stem, put the cap and screw 2 bolts to 90° to help with position adjustment

** It is recommended to angle the brake handles at aprox. 45°*



4. Adjust to the desired position using the markings on the handlebar and the stem cap to guide you.



5. Tighten the 4 bolts.



3. FRONT WHEEL

1. Turn the bike upside-down.



2. Remove the fork protector.



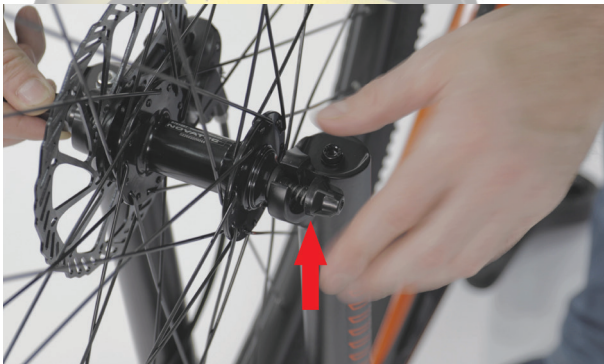
3. Remove the brake pads protector.



4. Remove the protective plastic cap then put the wheel on and insert the front wheel pin.



5. Tighten using the front wheel screw.



6. Secure with the quick release.



4. BRAKE ADJUSTMENT

1. Spin the wheel and listen for rubbing sounds.



3. Spin the wheel to check.



2. Loosen A, B with the hex key and adjust brake pads.



4. Tighten A, B.

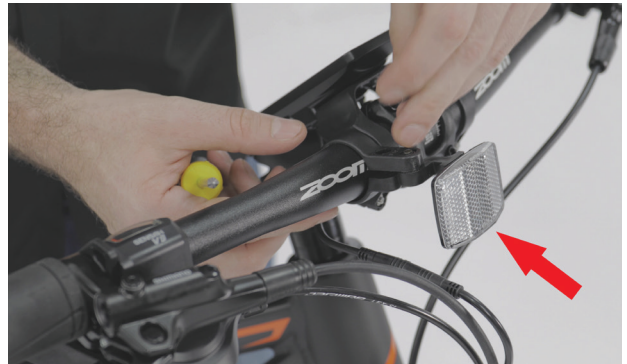


5. REFLECTORS

1. Place the back reflector on the seat tube and tighten.



2. Place the front reflector on the handlebar and tighten.



6. PEDALS & SADDLE

1. Flip the bike in the normal position.



2. Identify Left & Right pedals.



3. Screw in "L" and "R" pedals



4. Tighten the pedals using an Allen key.



5. Insert and adjust saddle height.



6. Secure with the quick release.

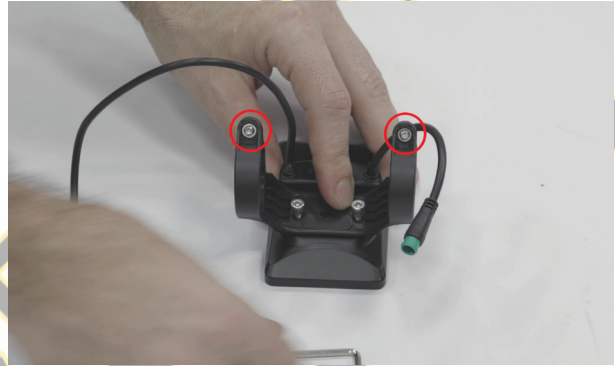


7. CONTROLLER AND DISPLAY

1. Install the mount on the display



2. Loosen the mount bolts



3. Loosen the controller bolt



4. Place the display on the handlebar and tighten the bolts



5. Place the controller on the handlebar and tighten the bolt



6. Connect the display cable with the battery cable, paying attention that the 2 arrows match before connecting.



CHARGING THE BATTERY:

Using the charger and Battery guide, charging indicators, level indicators etc.

1. Connect the charger to the battery charging port first.
2. Plug in a power source
3. Check if the LED is RED. If the LED is GREEN, unplug from power source and repeat steps 1. and 2.
4. A full charge will require 4-5 hours, depending on current battery level.
5. Disconnect the charger when the LED turns green, it indicates Full Charge.
6. Pressing and holding the power button on the battery, will indicate it's charging level (GREEN means charged).



BATTERY AND CHARGER INFORMATION:

Storage and Warnings

If the battery will not be used for an extended period of time store in a cool, dry place, and charge it every month.

Please **ONLY** use the original special charger for charging the battery.

If you notice unusual sounds, smells or temperature variations coming from the charger or the battery, unplug charger immediately and contact customer service.

Improper use of the battery will damage the battery and may cause fires or explosions.

Do not disassemble or alter the battery or battery charger.

Do not place the battery near fire or corrosive substances.

Protect the battery / charger from exposure to liquids and do not use when damp.

Do not expose the battery / charger to extreme conditions.

Do not operate if damaged.

Recharge the battery only with the charger specified by manufacturer.

Do not use the battery / charger for any other purposes except the intended ones.

GOOD PRACTICES

Control the temperature

Avoid charging in extreme temperatures that are outside normal comfort range.

If your battery does get very hot or cold, allow it to come to room temperature before you plug in the charger. Batteries get warm even during normal use - wait a few minutes post-ride before you start charging.

Use the right charger

For best performance, use the original charger that was supplied with your eBike. If you must use a different charger (for example: if the original charger is lost or damaged and replacements are no longer available) check carefully to ensure a 100% match before you charge.

Don't take it to 0%

Lithium-Ion batteries have the longest service life when kept in the middle of their capacity. Sometimes, draining is unavoidable, but when possible, top off before 0%. Use the display or the battery indicator on your eBike's battery to monitor the charge level.

Don't overcharge

You can extend the lifespan of your lithium-ion batteries by charging to 80%, when possible.

Epic ride coming up tomorrow? Go ahead and charge to 100%. It's totally OK and is an expected, normal use of your battery.

Keep it dry

Never charge in a damp or wet environment. If your eBike was ridden in the rain, ensure every component is completely dry before you charge.

Don't pressure wash your battery, and never submerge it.

Give it some room

Both chargers and batteries can get warm during use. Make sure that any vents on the charger aren't blocked and ensure that air can circulate around all the components. Place chargers on a hard surfaces only.

Don't use an extension cord

Extension cords adds resistance. While extension cords can be convenient, some chargers may work poorly, or not at all, when plugged into extension cords. Plug your eBike charger directly into a wall outlet instead for best results. If required to use an extension cord, use the shortest length possible, and always check the specs so ensure it can handle your charger's requirements.

OPERATING YOUR BIKE:

Display, Buttons, Power on, gears, brakes etc.



To use your bike's pedal assisting system (PAS), turn ON the battery switch




Control and setting functions

Functions list

Clear data

Clear Trip Dist.
Restore Default

 Will also clear: "Trip Time", "Avg. Speed", "Max. Speed", "Cal Burnt"
Restore factory defaults

Setup

Wheel size

Settings: allows user input wheel size

 Changing this improperly will affect the accuracy of displayed speed

Power mode

Settings: Comfort
Standard
Dynamic

Set Unit

Format: Metric
Imperial

Set Brightness
Auto Power-Off

Settings: 1 (lowest) - 5 (highest)
Settings: 0 (off) - 10 minutes

System Info

Wheel Size

Displays the current wheel size

Speed Limit

Displays the current speed limit

Motor mode

Displays the current motor mode

Motor SN

Displays the motor serial number

CFW Version

Displays the controller firmware version

MFW Version

Displays the motor firmware version




Error Record

Displays the error log



Changing the parameters in "Advanced Settings" without proper knowledge may cause abnormal behaviors of the eBike. Consult with the manufacturer or an authorised service provider before making any changes.

Walk Mode

To turn Walk mode ON, press and hold  until the symbol  appears on the display (under Current speed). To activate it, press and hold  for the duration of the Walk mode operation.

KEY OPERATIONS:

The key operations are short, long and key combination long presses.

Short press is used for fast and frequent operations, for example:

1. When riding, press the **+** or **-** button to modify the power/speed gear
2. Navigate the System menu
3. Change parametre values inside System menu

Long press is mainly used for switching modes/states.

General usage

1. Long press **SET** to enter the system menu.
2. Use **+** / **-** to navigate to the "Setup" line and press **SET**.
3. Navigate to the desired parametre using **+** / **-**, select it with **SET**, then use **+** / **-** to adjust the parametres.
4. The parametres being adjusted are shown as flashing numbers.
5. When finished, press **SET** to proceed to the next parametre until all desired parametres are set.

+ Button

Short press functions:

Metre interface
Menu interface

Speed gear up
Menu selection up
Increase parametre value

Long press functions:

Metre interface

i-SPORT mode

- Button

Short press functions:

Metre interface
Menu interface

Speed gear down
Menu selection down
Decrease parametre value

Long press functions:

Metre interface

Walk mode (6km/h, see page 19)

SET Button

Short press functions:

Metre interface
Menu interface

Change display mode (Current ride, Today total, All time total)
Ok / Confirm

Long press functions:

Metre interface

Enter System Menu interface (only available while stationary)

Button

Short press functions:

Metre interface

Frontlight ON/OFF

Long press functions:

Metre interface
Menu interface

Power On/Off
Power On/Off



Note: Due to ongoing product upgrades, it is possible that some icons and menu items will be different from the above specifications, but will not affect normal usage.

GUIDE TO ELECTRIC PEDAL ASSISTANCE MODES:

Walk mode - motor powered, no pedaling required, max speed 6 km/h

(Long press **—** key on the controller. To exit either squeeze the brakes, or long press **—** again)

OFF - no motor assistance

ECO - motor assisted, 100% pedal power + 50% motor power

NORM - motor assisted, 100% pedal power + 100% motor power

SPORT - motor assisted, 100% pedal power + 200% motor power

TURBO - motor assisted, 100% pedal power + 250% motor power

i-SPORT - motor assisted, 100% pedal power + intelligent motor support (depending on riding conditions)

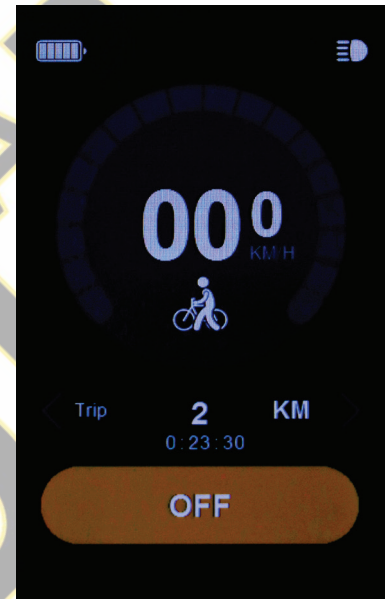
Note: Using the brakes will interrupt the motor assistance, and will resume at the PAS value displayed after pedaling again.

YOUR EBIKE KEYS:

The keys are used on the battery body to:

ON - allows battery to be removed from the bike

OFF - locks the battery onto the bike



TYRES:

Basic information and maintenance guide

Start by doing a visual check, looking for abnormal wear or cracks. If you think your tyre needs replacement based on this check up, you should follow your instincts. You may bring your tyres to your local bike shop for a competent opinion. While doing your visual inspection, check for proper tyre pressure by using a tyre gauge suited for testing bicycle tyres. **The recommended tyre pressure is 30-80(max) PSI** and is marked on the tyre's sidewall. The maximum pressure will carry the maximum load capacity of your bicycle.

Should you need to replace a bike tyre, you will need to provide the e bike model / size to the supplier. You may discuss your style of riding, the type of bicycle you have etc. so your bicycle tyre supplier can offer you the correct tyre.

CLEANING YOUR EBIKE:

Basic cleaning information and maintenance guide.

Do not use a pressure washer to clean your eBike. eBikes are not built to withstand high pressure water jets. Using a pressure washer at full power has the potential to damage parts and can force excess water, dirt, and debris into places it shouldn't be in and wreak havoc on the workings of the e bike.

Do not use special car cleaner and soaps on an eBike as most car soaps have wax in them which are not suitable for eBikes.

Typically, the best way to wash e bike accessories is to wipe them down with a dry rag. Avoid getting any water or soap on the following parts:

The hub bearing (the center of the wheel)

The bottom bracket (where the pedals connect together through the frame)

The headset bearing (where the handlebars connect to the frame)

The brake pads and rotor, or discs

Chains, gears and motor

The first step when it comes down to how to wash an eBike is to use a brush to clean the dry dirt from the rims and tyres of your e bike. After that, take a wet rag or sponge and wipe down the frame of your eBike. Make sure to get to the underside of the frame where dirt is most likely to gather. Once your eBike has been thoroughly cleaned, rinse off all the dirty water. After the dirt residue has been cleaned from the eBike use a clean, dry rag to wipe the bike dry.

Once you've wiped the bike dry, lube the chain to prevent it from rusting. To do this, take your chain and run it through a clean dry rag to wipe off any water that managed to get on it. Next, take chain lube and apply a slow but steady stream to the inside of the chain as you rotate the cranks until the whole chain got lubed.

TROUBLESHOOTING:

Troubleshooting information, fault codes, etc

Quick troubleshooting steps:

1. Make a note of the event description;
2. Switch off the system;
3. Visually check for any obvious cause;
4. Solve any easy and obvious cause, if safely possible (e.g. re-connect the wire connectors of various parts).

Switch the system back on.

If the issue is solved:

1. Normal use may be continued.
2. Schedule a service check at an authorised dealer.

If the issue returns, repeat step 1-4.

If the issue persists:

- a) Quit riding.
- b) Contact authorised dealer for diagnose and repairs.

Error message	User action
Battery over current	Faulty battery. Replace battery immediately
Battery over temperature	Turn off and allow temperature to dissipate (or use without PAS).
Battery low temperature	Turn off the system and wait for ambient temperature to rise (or use without PAS).
Battery low energy	Charge the battery.
Battery low life	Replace the batteries.
Motor rotor locked	Turn off motor and see if pedaling works properly.
Motor shifter fault	Restart the system and check if operations resume normally.
Motor torque sensor fault	Restart the system. Do NOT put pressure on the pedals during restart.
Motor low / over voltage	Replace the batteries.
Motor hall sensor fault	Restart the system then test it in Walk Mode. Please contact support if the problem persists
Motor phase line fault	Replace batteries.
Motor temperature sensor fault	Restart the system then test it in Walk Mode. Please contact support if the problem persists
Motor speed sensor fault	Turn off the motor, pedal to heat motor up, then restart system.
Motor over temperature	Verify if the back wheel speed sensor aligns with the magnet, and corresponds to the proper rotation. Turn off and allow heat to dissipate.
Motor communication fault	Check wiring for damage then restart the system.

The error alarm message is displayed for 3 seconds. To check the error log please see page 24. If the error appears repeatedly, please contact supplier or authorised service.

Other common possible issues:

1. eBike cannot be turned on.

- a) Check if the battery has run out of power;
- b) Check if the battery switch is on;
- c) Check if the display wire is connected well, and try a re-plug check;
- d) Use a multimeter to check if the battery discharges normally;

2. eBike cannot be charged normally.

- a) Check if the AC and DC plug of the charger connects properly;
- b) Check if the charger light is on after connecting to the power source, and swap check the charger if possible;
- c) Check if the battery is working normally;

3. Headlight is not working when switched on

- a) Check if the headlight wires are well connected or damaged;
- b) Check if the headlight wires are well connected with the controller;
- c) Check if the headlight switch works well, and if the headlight icon is lit on the display;

4. Riding range drop

The range on one charge strongly depends on several circumstances, such as (but not limited to):

- a) The total vehicle weight including the rider, passengers and cargo loaded onto the bike;
- b) Weather conditions, such as ambient temperature and wind;
- c) Road conditions, such as elevation and road surface;
- d) Bike conditions, such as tyre pressure and maintenance level;
- e) Amount of charge and discharge cycles;
- f) Age and condition of the battery pack;
- g) Bike usage, such as acceleration and shifting;
- h) Assist level(s) used;

5. The eBike makes abnormal noises during riding

- a) Check if the chain tension is reasonable, and adjust the chain tension;

Note: Please contact an authorised dealer for further diagnose and repairs.

F.A.Q'S:

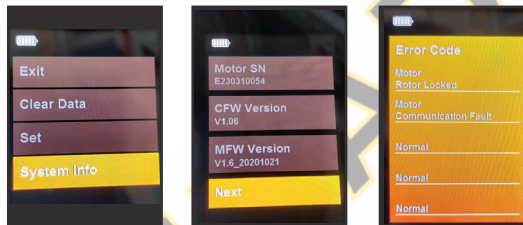
1. How can I check the error log of my bike?

Press and hold SET to enter menu

Navigate to System info, then press SET

Navigate to NEXT, then press SET (2 times)

Error log is displayed (last 5 errors)



2. So, how fast can you go on an eBike?

In AU, an eBike must have a motor with a maximum power of 250W, assisting the eBike to a maximum speed of 25 km/h to be road-legal. If the pedal support still functions above these limitations, then the bike becomes a so-called speed pedelec. The Fox has a top speed of 45km/h, and cannot be used on public roads.

3. So can it go faster than the motor supports?

Yes, sure. It can go as fast as you can pedal, but the motor stops supporting you when you reach the max speed limitation. With an eBike, you have the ability to reach a speed that is suitable for your way of riding, whether that's faster than the motor supports or at a speed that's lower than the maximum motor support speed.

4. Can you get any exercise out of an eBike?

The answer is that you can decide if you want to exercise with an eBike. There are several options to challenge yourself physically if you want to.

1. You can use your eBike without any support or in Eco mode and still feel your legs burn.

2. You can do several laps on the same ride.

3. You can ride farther and longer with an eBike.

4. On your eBike you are encouraged by the speed/fun factor, and you can keep going.

5. If you weren't riding an eBike or regular bike before, what would you be doing otherwise? We encourage you to get as much exercise as you want with your eBike.

And... If you prefer, you can simply have a good time and enjoy the ride without any sweat.

5. Can I handle the eBike when the battery runs out?

eBikes are enhanced by our motor technology, which provides support on the most challenging terrain. But if the battery runs out, no worries, you can still pedal and get home safely. Will it be easy? That depends on what terrain you are riding. Empower yourself to ride your eBike even when the battery runs out.

6. Which E-MTB is for me?

When choosing the right E-MTB, you can choose a Full Suspension or a Hard-tail. The Full-Suspension E-MTB offers front and rear suspension for more comfort and control. The Hard-tail E-MTB features only a front suspension. The first question should always be what kind of terrain are you going to ride? The Daxys Grizzly is suitable for riding smoother terrain like XC trails and dirt paths.

7. How far can I expect to ride on a single battery charge?

The range for a single battery charge can vary greatly depending on conditions such as the combined weight of the rider and cargo; wind resistance; tyre pressure and tread profile; terrain and elevation changes; road or trail surface; outdoor temperature; maintenance of the eBike; and the condition of the battery. Please refer to the spec sheet of the eBike you prefer for the typical range.

8. What is the charging temperature range of eBike batteries? Why can't charge in high temperature or low temperature environment?

The eBike battery charging temperature range is -10~45° C, The battery pack BMS will be automatically protected and cannot be charged if the temperature is too high or too low. When temperature returns to the required range charging function will return to normal. In this case, there is no need to report for repairs.

WARRANTY:

DOA:

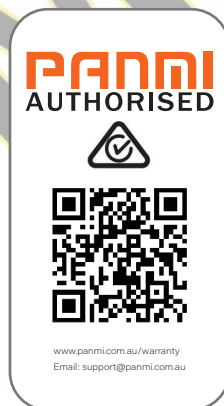
Complete replacement

12 Month Warranty*:

All returns accepted excluding items that have received physical damage by the owner/end-user

Warranty does not apply to any:

- a) Damage caused by nature or acts of God, for example, lightning strikes, tornadoes and the like;
- b) Negligent or incorrect use of the product;
- c) Commercial use of the product;
- d) Modifications to any part of the product;
- e) Damage caused by use with after-market products;
- f) Damage caused by negligence, accident, abuse, misuse, flood, fire, earthquake or other external causes;
- g) Damage caused by operating the product outside the permitted or intended uses described by the manufacturer's instructions or with improper voltage or power supply;
- h) Damage caused by servicing of the product (including upgrades and expansions) performed by any unauthorised personnel
- i) Damage caused by natural wear and tear.



TECHNICAL SUPPORT:

Please contact your seller for details on authorised service centers.

For further support email us at support@panmi.com.au



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MEDIA