

A person wearing a white t-shirt and a black helmet is working on the battery of an electric bicycle. The battery is mounted on the frame, and the person is using a tool to adjust it. The background is a bright, hazy outdoor setting, possibly a desert or a beach at sunset. The text "EBMX BATTERY CARE & WARRANTY" is overlaid in large, bold, white letters with a black outline.

EBMX BATTERY CARE & WARRANTY



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EBMX Battery Care & Warranty

The battery is one of the most important parts of an electric bike. Your bike's electric motor is 100% reliant on the battery's power and health. The following information will inform you how to care for, handle and safely manage your battery.

Incorrect use of the battery pack may result in an excessive rise in temperature, fire and/or explosion.

Precautions for Use:

Lithium batteries are classified as hazardous materials and are prohibited from being charged in the bedroom or living room to prevent fire and damage to life and property. Charging must be completed in an open or well-ventilated area.

For your safety, please read this full instruction before use:

Charge battery fully prior to initial use.

Only charge the battery pack at an ambient temperature between 41 °F (5 °C) and 131 °F (55 °C) and discharge the battery between -4 °F (-20 °C) and 131 °F (55 °C).

Disconnect the battery from the bike when not in use. A small amount of power continues to be used while the battery is attached to the bike, and this may cause the battery to be over-discharged, resulting in shorter battery life or complete battery failure and voiding your warranty.

Always store the battery in a cool dry place.

Charge the battery to 80% before putting the battery in storage, and use the APP to turn off the BMS, recharge the battery every 3 months. Failure to maintain the battery's charge could damage the battery and void your warranty.

If the battery's charge duration or riding range is extremely short after recharging or it becomes impossible to recharge the battery, your battery has reached the end of its service life. Replace it with a new one.

Remove the battery from the charger after it is fully charged, do not leave the battery on the battery charger for a long period of time. Failure to remove the battery from charge could damage the battery and void your warranty.

If at any time you have concerns about your battery, do not use it and seek expert assistance.

Always dispose of used batteries at an approved recycling location, never dispose of your battery with general house waste.

Battery Pack Care:

Always ensure your battery is locked or in a secure location.

Do not heat or incinerate the battery.

Do not attempt to reconstruct, disassemble, deform, or short-circuit the battery.

Do not touch the terminals of the battery with conductive objects such as jewellery, keys, coins, hairpins, etc.

Do not leave the battery in direct sun, near heating equipment, or in a closed car on a summer day.

Do not let the battery become wet or immersed in water.

Do not drop or submit the battery to strong shocks or impacts.

Do not allow sand, dust, water, or substances to get in contact with the battery's terminals.

Do not charge a battery with an unauthorised battery charger.

Do not leave or store your battery when below 40% state of charge.

Battery Types

There are different types of bike batteries, with the power and quality varying depending on the battery you have chosen to purchase. Depending on the power demands or energy consumption of your bike, the riding range and life of a battery can vary.

How far can you ride with a full battery?

The range of an electric bike varies greatly and depends on several factors. It depends on the power rating of the battery, the support position, and the weight of the rider. External factors such as environment, temperature and wind conditions also influence the range. A flat even surface will always provide increased range over a hilly uneven surface when riding. Colder environments can decrease range by up to 40%, in extreme conditions it is normal for a battery to have a lower range during winter months.

Range: the distance an electric bike can travel on a single charge of the battery.

What is the life expectancy of my battery?

Lithium batteries are very reliable, and the lifetime of your battery is expressed in the number of cycles of charging and then discharging/emptying. About 1000 complete cycles are normal for most lithium bike batteries. However, poor maintenance and handling will greatly impact the life of your battery, no matter the age of the battery.

If you wish to extend the life of the pack, keeping the battery between 20% and 80% state of charge will greatly increase the life expectancy of the pack,

How to Maximise the Range

Your battery should be fully charged before departure.

You can increase your range by inflating the tyres, as the bike will have less rolling resistance.

Carry your charger with you if you are planning a long ride and recharge when taking a break.

Warranty

Warranty Terms and Conditions Summary

24-month warranty from date of purchase for private use, against possible manufacturing defects for electric bike batteries. Warranty only valid for the original purchaser and an original invoice or proof of purchase must be produced.

Examples of items that are not covered by the warranty:

- As your battery ages, there will be a loss in storage capacity and riding range, which is normal and not covered under the warranty
- All Warranties will be voided if any modifications are made to our products
- Minor scratches, marks or imperfections
- Damage due to external causes, e.g. damage by negligent use, incorrect use, installation and tampering with the battery pack, damage by traffic accidents and damage during any transportation, e.g. by couriers
- Damage due to normal wear and tear and maintenance.
- Batteries lose capacity naturally and need to be maintained.
- Poor maintenance and any modifications to the battery
- If the safety seal is broken, indicating the battery casing has been opened
- If your battery is stolen or misplaced

We do not warrant batteries used with other controllers outside EBMX unless it is clear the battery is at fault.

We will facilitate repairs if a battery has been damaged from another controller or motor.

Warranty Terms and Conditions

It is warranted that the battery retains 80% of capacity after 1 year, 1 year from the purchase date, for private use.

For the avoidance of doubt: We make no representations or warranty in relation to the existence, non-existence, validity, availability, terms or conditions of any other warranties or product support that may or may not be offered or provided by the manufacturer of the Product; The warranties and product support that we offer and provide pursuant to our Terms and Conditions are in addition to the consumer warranties and guarantees under your country's Consumer Law.

Subject to the terms and conditions set out below, EBMX GLOBAL agrees to repair or replace the product which it supplied to you at its own cost, in circumstances where the Product does not perform in accordance with EBMX GLOBAL specifications during the Warranty period of 24 months for manufacturer faults.

The Standard warranty period commences on the date of delivery or collection of the Product. Where there is no proof of delivery, the date of delivery of the product will be assumed to be 3 business days from the date of dispatch of the Product.

The benefits provided to you by this contractual product warranty are in addition to other rights and remedies available to you under the law.

Proof of purchase (invoice or paid order confirmation) must be provided when requesting service under the Warranty and all reasonable attempts must be made by the customer to supply the details and BMS information from the battery as requested by EBMX GLOBAL to determine the fault.

Any repair service under warranty must be approved by EBMX GLOBAL. If a customer decides to perform repairs on a product without the approval of EBMX GLOBAL, warranty will be void.

Where Products are already faulty or damaged upon delivery, photographic evidence of the damage must be submitted to the supplier of the battery and in turn to EBMX GLOBAL via email before the battery will be repaired or replaced in accordance with these terms.

EBMX GLOBAL reserves the right to replace the battery with the same battery, rather than repair it. Where a replacement is provided, EBMX GLOBAL will determine, in its discretion, the closest battery within the then current range of Products offered by EBMX GLOBAL with which to replace the faulty or damaged Product. The replacement battery may differ with the replaced batteries specifications, at the reasonable election of EBMX GLOBAL, as battery specifications can alter from time to time. Replacement of the battery does not extend or restart the Warranty period.

If EBMX GLOBAL is unable to repair or replace the battery, the customer will be provided with credit or may be refunded the price of the Product (at EBMX GLOBAL's election). This credit or refund will be for the purchase price of the Product excluding the associated Delivery Cost.

The Customer is responsible to inspect all goods received from EBMX GLOBAL upon arrival. In instances where goods have been damaged in transit, the Customer must report this to the supplier who in turn will report this to EBMX GLOBAL within 7 days of receipt of the product. Failure to report physical damage on arrival within 7 days of receipt may result in denial of warranty for physical damage.

The Product will be at the Customer's risk while in transit to and from the EBMX GLOBAL Authorised Repair Centre.

EBMX GLOBAL may seek reimbursement of any costs incurred where the Product is found to be in good working order, or when it has been determined that the Warranty do not apply or void.

EBMX GLOBAL reserves reasonable discretion to determine whether any battery is or is not performing in accordance with the EBMX GLOBAL specifications and general industry expectations, subject to applicable law.

The Warranty is not transferable to a new owner of a Product originally purchased from EBMX GLOBAL or their associated dealers.

To the full extent permitted by law, the Warranty will not apply in respect of a battery: If the Product has not been installed, operated, maintained or used in accordance with the manufacturer's instructions or specifications provided with the battery; If the factory-applied serial number has been altered or removed from the Product; Which has suffered damage, malfunction or failure resulting from alterations, any alterations (hardware or software), accident, misuse, abuse, fire, liquid spillage, mis-adjustment of customer controls, use on an incorrect voltage, power surges and dips,

thunderstorm activity, force majeure, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the Product; To damage arising during transportation, installation or while moving the Product, or to any transportation costs of the Product or any parts thereof to and from the Customer, unless otherwise specified in these Warranty Terms and Conditions; To any third-party software or hardware not contained in the Product as originally configured by the manufacturer; To any incidence of defective pixels (i.e. dead or stuck pixels) that arise for Digital Products To any failure, to the extent that the failure is not a failure of the Product to perform in accordance with its specifications; To service and support of any software operating system or application installed on any Product, except to assist in restoring the Product to its factory default settings.

To the full extent permitted by law: EBMX GLOBAL will not be liable for any loss, damage or alterations to third party hardware, software, programs, data and/or information stored on any media or any part of the Product, no matter how occurring; or for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage. EBMX GLOBAL's aggregate liability in respect of all claims under the Warranty shall not exceed the original purchase price of the Product or, at EBMX GLOBAL's option, replacement of the Product with a like or similar Product. EBMX GLOBAL excludes all other warranties, conditions, terms, representations, and undertakings whether express or implied.

Insofar as they apply to warranties relating to EBMX GLOBAL Products supplied by EBMX GLOBAL, these Warranty Terms and Conditions are governed by and must be construed according to the law of Hong Kong.

All warranties are voided if any of our products sold through EBMX GLOBAL are modified or rebuilt or opened.

