

WE WANT TO SAY THANKS!

As a lil' **Thanks** from all of us here at **Ampd Bros** and as a **Warm Welcome** to our Community of Electric Riders, We'd like to offer you a little gift...

Use the Code "**RIDE25**" & **SAVE \$25 OFF** your next purchase with us.

T&C's Apply. Not Valid in conjunction with any other offers. Limit of 1 Use per person, per order placed at www.ampdbros.com. Limited Time Only.

Plus don't forget to Share your Pics & Videos every month to go in the draw!



**ELECTRIC BIKE
OWNERS MANUAL**



CONGRATULATIONS ON YOUR NEW BIKE PURCHASE!

Welcome to the **Ampd Brothers** Family and a **Huge Thanks** to You for your recent purchase with us, but even more importantly for making the leap to a smarter more exhilarating method of movement!

You'll be glad to know we have a Nation Wide network of Australian support guru's as well as an industry leading warranty on your new product (see more info in this booklet) so you can ride stress and worry free.

Our team of dealers, technicians, partners and more are always ready to help, including our head office team that is full of knowledge and useful information should you get stuck!

If you believe we have let you down, we want to know about it! So be sure to share your feedback to info@ampdbros.com so we can make sure we are delivering nothing but the best.

Most importantly by shopping with us you'll be glad to know your supporting a **100% Australian Family Owned and Operated** business that employs a passionate team of QLD locals that strive everyday to offer some of the industries best customer support as well as products that prove to deliver a high standard of quality and innovation of which we work long and tirelessly to ensure.

Don't forget to jump online and Join the **AMPD Electric Riders** group on facebook where you'll be able to share your story and socialise with like minded individuals who all share the same passions!

You can also follow us on YouTube, Facebook, Instagram and more as we continue to provide you more useful tips, tricks and insights into all things Electric!

Again a **HUGE Thanks** and All the Best!

- **The Ampd Brothers Team**

P.S Remember to document the Serial Number of your Bike (located on the headpost) - in the event of theft you'll be able to provide this to authorities.

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TUTORIAL VIDEOS

VIDEO	MODEL	URL LINK	QR CODE
ASSEMBLY	ACE BIKE	https://youtu.be/M_XoMs91-5g	
ASSEMBLY	RIPTIDE	https://youtu.be/abRR1M7hy3l	
DISPLAY OPERATION	COLOUR DISPLAY / ACE DEMON/PRO	https://youtu.be/0SN6X5EYzMw	
DISPLAY OPERATION	ACE BIKE STANDARD LCD	https://youtu.be/ScLBp4aMSkl	
DISPLAY OPERATION	CHUBBIE / STUBBIE / RIPTIDE	https://youtu.be/Hpp4Md342NM	
TROUBLE SHOOTING	MOTOR POWER DRIVE LOSS ALL MODELS	https://youtu.be/-8rEyVEHs6Q	
THROTTLE INSTALL	ALL MODELS	https://youtu.be/XKP8b10tTQM	

QUICK START GUIDE

TURNING YOUR BIKE ON

To power on your bike simply turn the battery switch or key ignition to the [ON] position on the battery pack itself (if applicable). Then turn the bike ON by holding the [POWER] button on the keypad / display located on the handlebars.

PEDAL ASSIST LEVELS

By using the [+] and [-] buttons on your bikes keypad you can set your bikes assist level from 0-5. This means 0 = No motor assistance while pedalling and 5 = maximum motor power assistance while pedalling.

SHIMANO GEARS

Using the Rapid Fire shifter on the Right Hand Side Handle Bar - Pull the Front trigger to change [UP] gear and press the Rear thumb trigger to shift [DOWN] gears from gear 1-7 (on 7 speed bikes). The small indicator on the handlebars will then indicate the current gear you are on. [TIP] On hills or from a slower starting position use Gear 1 and at Higher speed use Gear 7. Never change gears when the bike is not in operation.

BRAKES

Your Bike is fitted with Front & Rear Brake's which both have Electronic Cut Off Controllers meaning when you engage the Brakes - the Motor will be Disabled as a Safety Feature. To Engage the [FRONT] Brake Apply the Right Hand Side Lever and to Engage the [REAR] Brake Apply the Left Hand Side Lever. Remember to Never apply FRONT Brakes whilst travelling downhill as this may cause the bike to flip and cause injury.

DISPLAY

Once your Bike is Powered [ON] Use the [M] - MODE Button to cycle through your bikes trip computer from ODO, Current Speed, AVG Speed, Trip etc etc. Using the [+] and [-] Buttons will enable you to increase and decrease your motor power assistance level to provide more or less motor power whilst riding. By holding down the [-] you will activate WALK mode which will engage and idle the motor to 6km/h to assist with momentum on difficult terrain.

LIGHTS

Bike models that are fitted with a headlight can be activated by simply holding the [+] button on the keypad to Turn ON / OFF or to Change the Light from Low to High Beam (ACE Models Only). ACE Models comprise of 2 Light Features - DRL (Daytime running lamp) & Headlight, they are also equipped with a brake light at the rear - fitted into the battery, these will automatically active when applying brake pressure. Currently no models have Taillights although we recommend purchasing a universal rechargeable one should you need to ride at night - which are sold at most bike retailers.

ABOUT THE MANUAL

Yes we know... You'd rather just get out there and start riding your Electric Bike. But please, do yourself and other road users a favour and take 20 minutes to read this instruction manual before taking your bike out for it's first ride - you might also learn something you didn't know before.

It's also important to note that this manual is not intended as a detailed service, maintenance or repair manual and is to be used as a general guide only.

IMPORTANT SAFETY NOTICE BEFORE RIDING

1. Should you not have sufficient skills to assemble your bike, please refer to a local bike store or technician for assembly.
2. Proper maintenance prevents injury! Conduct Frequent Checks & keep components clean. Refer to Important Safety Checks on Page 4.
3. Use of **Throttle** Device's are Prohibited on Public Property and can only be used on Private Property.
4. For your safety and to get the most out of your new Electric Bike, please follow all the safety and maintenance instructions listed in this manual. Learning these will make your riding experience more fun and enjoyable, plus will assist you to prolong the life of your bike.
5. Most Australian States and Territories have local laws governing the use of Electric Bikes. You should check with your local authority before riding your electric bike, to understand where you can ride it, what speed your allowed to travel and what safety precautions you have to observe whilst riding it. As a Rule of thumb you should not exceed **25km/h** on an Electric Bike in Public.
6. Always obey local laws, avoid busy areas and respect pedestrians around you!
7. Children under the **Age of 16** should not ride or operate this electric bike.
8. Keeping your Electric Bike well maintained and giving it a thorough check before each ride is essential to ensure a safe and hassle-free ride. Refer to our Checklist on Page 4 or Visit a Local Technician in your area for regular servicing or advice.
9. Do not ride any bike if you are pregnant, fatigued, unwell or under the influence of drugs or alcohol.
10. People with no previous experience of riding an electric bike should choose a safe, open place to practice riding the bike before riding in busy areas where there may be pedestrians and/or traffic.
11. Your bike can lose brakes and/or power during your ride at any time due to low battery, mechanical failure, electrical or other interference. For this reason, you should only ride at speeds which allow you to safely stop without power or brakes.
12. The fastest Pedal Assisted speed modes may be highly sensitive. Be sure to be very gentle with controls to avoid being thrown off your bike and only ride to your ability. Start by trying to move as slowly as possible within the lowest speed modes (PAS Mode Level 1), until you are more comfortable in your abilities.

WARNING - IMPROPER USE OR ASSEMBLY OF THIS ELECTRIC BIKE MAY LEAD TO SERIOUS INJURY OR DEATH. ALWAYS RIDE WITH CARE, ATTENTION AND WEAR APPROPRIATE SAFETY EQUIPMENT.

BEFORE YOUR FIRST RIDE

Pre Assembly Safety Checks & First Operation

(FOR MORE, REFER TO MAINTENANCE SCHEDULE ON PAGE 14)

DO NOT RIDE UNTIL YOU HAVE COMPLETED:

1. Charge Battery to Full before first initial use. Remove from charge when complete (light will turn Green on charger). Never leave on charge overnight or unattended.
2. Inflate Tyres to Correct Pressure and ensure tyre is seated evenly on the rim as this will reduce the impact of punctures or tyre's blowing out. (Never exceed the maximum specified pressure on side of tyre)
3. Check & Ensure All Nuts and Bolts Across Bike are Tight Including:
 - Front & Rear Wheel - Axles / Hubs / Spokes
 - Brake Disc Rotor Bolts Front & Rear
 - Brake Calipers Front & Rear
 - Handle Bars, Forks, Cranks & Pedals
4. Check tighten the Front Quick Release Axles or Fixed Axles
5. Check all items on Handlebars are firm eg. Brake Levers (Do not over tighten anything thats plastic eg. Display Housings as this will crack the plastic)
6. Ensure Brake Tensions are sufficient, firm, responsive and no leaks are present
7. Ensure Battery is Locked and Secured in place before riding
8. Ensure Chain has Sufficient Lubricant and Bike is Free from Dirt & Debris
9. Check Battery Terminal contacts regularly for Debris, Corrosion, Burn marks or signs of Arc'ing where bad contact may have occurred
10. Loading Does not Exceed Specified Weight (Generally 120kg)
11. Carrying of Passengers is Prohibited in Public Areas and should only be practiced on Private Property where the terrain is smooth and free from dangerous objects which may cause the bike to flip or loose control.
12. Avoid adverse weather conditions such as rain, heavy winds, or extreme temperatures above 45degrees or below -10degrees celcius.
13. Avoid terrain that may present excessive vibrations to the battery pack
14. Inspect the bike frame and wheels for cracks, corrosion or damages etc
15. Check the Traffic and Road Rules as to your local authority and Wear correct safety and protective equipment such as Australian Approved Helmets, Enclosed Shoes and Clothing and other necessary items.
16. For cleaning - **NEVER HOSE YOUR BIKE!** Remove the battery and use a damp cloth and avoid all electrical components, eg. Motor, Display, Battery, Controller. Allow sufficient time for the Bike to dry completely before using.

PACKING LIST

SUMMARY OF CONTENTS

ELECTRIC BIKE	1
BATTERY	1
CHARGER	1
RUBBER HANDLEBAR CAPS (ACE MODELS ONLY)	2
HEADLIGHT	1
FENDER MUD GUARDS (SELECTED MODELS ONLY)	1
SET OF PEDALS (LEFT & RIGHT)	1
SET OF 2 KEYS	1
INSTRUCTION MANUAL	1
BASIC TOOL KIT	1

PRODUCT OVERVIEW

BASIC E-BIKE STRUCTURE



WHEELS & TYRES

STEP #1 ASSEMBLING THE FRONT WHEEL

Once you have unpacked your bike the first step is to assemble the front wheel so you can stand the bike on it's own which makes it much more easier to finish the rest of the bike's components.

#1 Locate the front wheel axle or quick release pin [FIG1]. Remove the end nut and 1 spring closest to this nut then slide the pin through the centre of the front wheel - ensure that the clamp end is on the opposite side of the disc. Check that there is one spring on each outer side of the wheel with the largest side of the spring on the outside and smallest side on the inside. The bike front forks will then sit on top of the axle pin beside the lines in FIG1 but still inside of the nut and clip on each end.

#2 Ensure when you are putting the forks on that the disc slides in between the centre of the brake caliper pads. Carefully do so as the disc can damage the brake pads when putting the wheel on which inturn can cause issues with your brakes.

#3 Tighten the nut on the end of the axle by hand one the bike forks are on, then pull the clamp on the opposite end closed until it faces the sky (not the ground) - it should require some force by hand to do this, if it is too easy to pull the clamp tight then repeat this step again until it is firm. Regularly check tighten before riding. You can also secure the axle clamp to the fork with a zip tie for extra assurance.



#4 Next Ensure your tyre pressures are pumped, firm and do not buldge when loaded. Never exceed the maximum recommended pressure stated on tyre.

CAUTION:

Ensure the front wheel is secure into place firmly by pressing the clamp closed very tight. If it is not secured and tightened correctly - the front wheel could potentially come loose! Check tighten frequently between rides or secure with zip tie to fork. If you are not sure, have the bike checked & serviced by a professional.



HANDLE BARS & PEDALS

STEP #2 Installing Handlebars & Pedals

Once you have your bike on it's wheels the second thing to fit is the handlebars. When doing so be careful not to twist wires out of place or damaging the screen/brakes as this may cause components to go out of adjustment or plugs to disconnect.

#1 When fitting the handle bars - on ACE Models be sure to locate the 2 black rubber cover caps inside your parts box - which slide on the handlebar posts to cover and protect the bases of the posts.

#2 When inserting the handle bars into place ensure that the bars are inserted up to the marked safety lines - then tighten the 2 bolts on each side of the forks where the bars insert. You may need to loosen these bolts first before inserting handlebar posts.

#3 On Chubbie and RIPTIDE Models - loosen the 4 bolts on the handbar post clamp and fix the handle bars centre to the clamp as possible - before tightening ensure the angle is tilted to which position you desire. Then tighten the all 4 master bolts [FIG1] ensuring that the front wheel is straight and aligned with handlebars before fixing off all bolts.

#4 Tighten the bolts in a diagonal series.. (bottom left >> top right >> top left >> bottom right - then repeat this once more until completely firm and tight) tightening like so will ensure an even distribution of force allowing the clamp to close evenly around the handlebars.

#5 When installing the Pedals - Look for the "L" and "R" markings on the pedals - this means the "L" Pedal is fitted to the LEFT Side and "R" is fitted to the RIGHT side.

NOTE: Pedals are Reverse threaded - meaning they tighten in the opposite direction - check the thread direction before attempting to fit as incorrect fitting may cause damage to the thread and ultimately making the pedals un-usable!

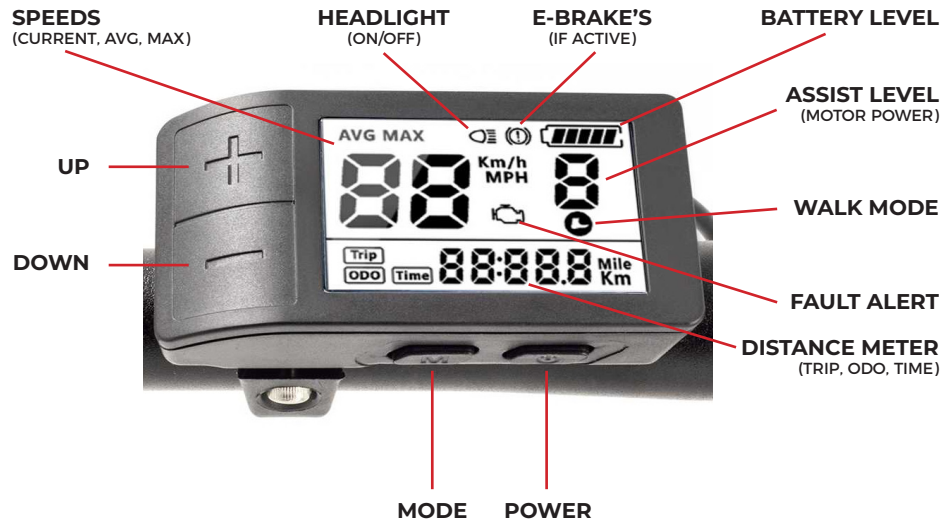
FIG1



DISPLAY & CONTROLS

STEP #3 Understanding Display Controls

(FOR RIPTIDE, CHUBBIE & STUBBIE MODELS)



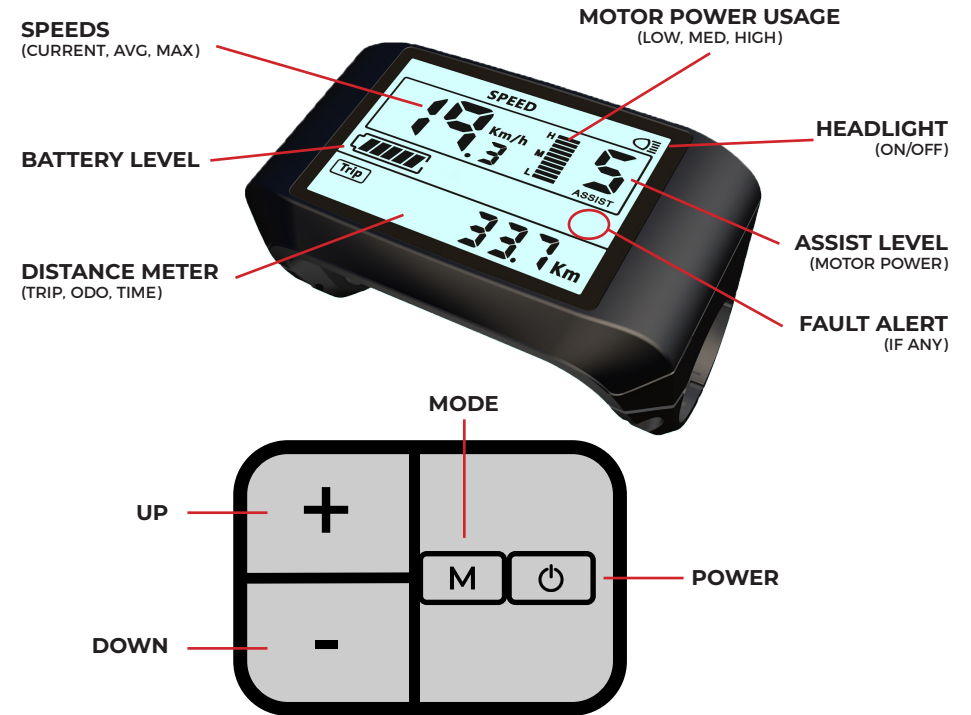
- MODE**
 - Press Once to Cycle through Display View Modes
 - Double Press to Open Settings (Trip Clear, Backlight and Auto Off Timer)
- POWER**
 - Press and Hold to Power Up Bike (Ensure Battery Master Switch is ON)
- UP**
 - Press Once to Increase the Pedal Assist Level
 - Hold to Activate the Headlight or to Turn OFF Lights
- DOWN**
 - Press Once to Decrease the Pedal Assist Level
 - Hold to Activate Walk Mode (**WARNING** Bike Accelerates to 6km/h)
- E-BRAKES**
 - Brakes are Active & Motor Drive Disabled
- FAULT ALERT**
 - Engine Light is enabled when fault with bike is identified followed by Error Number on Speed Screen eg. "08H"
- TRIP CLEAR**
 - Hold "+" and "-" buttons to clear trip settings

For More Detailed Tutorials, Manuals & Video Help Visit <https://ampdbros.com.au/pages/tutorials-manuals-assembly>

DISPLAY & CONTROLS

STEP #3 Understanding Display Controls

(FOR ACE MODELS)



- MODE**
 - Press Once to Cycle through Display View Modes
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- DOWN**
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 - Hold to Activate Walk Mode (**WARNING** Bike Accelerates to 6km/h)

For More Detailed Operation Tutorials, Manuals & Video Help Visit <https://ampdbros.com.au/pages/tutorials-manuals-assembly>

BATTERY SAFETY & CHARGING

STEP #4 Getting the Most Out of Your Battery

Electric Bikes are proving to be extremely popular methods of transport. But what are some things you can do to ensure you're using and maintaining your electric bikes battery correctly? We recommend the following tips to ensure your battery life is maximised and any risk of failure is eliminated.

- 1) Place your battery on charge when it is Low (eg. 20%) never run it to empty
- 2) To avoid overheating batteries, never overcharge your device - unplug the device asap once it is fully charged (when light turns **GREEN** on charger)
- 3) Never store your bikes battery in direct contact to sunlight or hot places
- 4) If you plan to not ride for extended periods of time, place your battery on charge once per month even if not used, this will keep your cells active
- 5) Avoid excessive vibrations to avoid damage to the battery housing and or contacts
- 6) Check the contacts regularly for damage, burn marks, foreign objects etc
- 7) Avoid charging your device on flammable materials, such as the bed, couch or on paper. Always place charger on hard dry surfaces
- 8) Never allow your battery to get wet or be exposed to water/moisture
- 9) Always use a genuine charger approved by the manufacturer, NEVER use an aftermarket or foreign branded charger
- 10) If you battery has been exposed to damage of any kind - discontinue use immediately and have inspected by a professional or dispose of safely
- 11) Store them in a secure, dry, and cool place, and away from flammable materials or objects including metals
- 12) If you notice signs that the battery has a problem, such as overheating, odors, leaks, or change in colour/shape, shut off the device and move it away from things that can catch fire. Dispose of immediately at a certified disposal site
- 13) To properly dispose of lithium batteries, take them to a battery recycling location or contact your local waste management service provider for disposal instructions. Never throw in a general waste bin.



BRAKES & TRANSMISSION

STEP #5 Understanding Transmission & Gears

On almost all of our Bike models we run a Shimano 7 Speed Gear Set of which allows you to tailor your Bike to the conditions you plan to ride in. For example - If you are to climb a hill you would decrease the Gear Level to 1 to enable you to ride easier up hills with less effort or increase to the highest gear to get maximum speed performance.

If you find your bike is struggling to change gears or tends to jump between gears - this is likely a sign that it is time to have your bike serviced and to have your bikes derailuer adjusted back to the correct position or if your bikes chain is close to the tyre, your hanger bracket could be bent.

Remember You should never change gears unless your bike is moving and in operation - this is not good practice for the longevity of your bikes transmission.

Transmission Cassette
Derailuer Hanger Bracket
Derailuer



STEP #6 Understanding the Braking System

Upon install of the front wheel, Ensure the disc rotor slides directly between the front caliper and the brake pads inside the caliper. Check your Disc rotor and caliper bolts are tight during your regular inspections. By using the LEFT Hand Lever will engage the Rear Brake and the RIGHT Hand Lever will engage the front Brake. Never use Front Brakes when travelling down hills as this can cause the bike to flip or loose control.



Mechanical (Cable) Disc Brake

Hydraulic (Fluid) Disc Brake

DISPLAY ERROR CODES

CODE	DESCRIPTION	CAUSE
01	NORMAL	-
03 (!!!)	BRAKE SIGNAL	E-BRAKES ACTIVE
04H	THROTTLE STUCK IN ON POSITION	CHECK THROTTLE & CONNECTIONS - IF DAMAGE EVIDENT - DISCONTINUE USE OR REPLACE
05H	THROTTLE ERROR	CHECK THROTTLE & CONNECTIONS
06H	LOW VOLTAGE PROTECTION	CHARGE THE BATTERY
07H	HIGH VOLTAGE PROTECTION	CHARGE THE BATTERY
08H	MOTOR HALL SENSOR ERROR	CHECK MOTOR CORE / MOTOR CABLE & CONNECTIONS OR REFER TO DEALER
09H	MOTOR PHASE POWER ERROR	CHECK MOTOR PHASE WIRE CONNECTIONS
10H	CONTROLLER OVER HEAT ERROR	DISCONTINUE USE AND RESTART AFTER 15MINS
11H	MOTOR OVER HEAT ERROR	DISCONTINUE USE AND RESTART AFTER 15MINS
12H	CURRENT SENSOR ERROR	CHECK SENSOR CONNECTION OR REFER TO DEALER
13H	BATTERY TEMPERATURE SENSOR ERROR	DISCONTINUE USE AND RESTART AFTER 15MINS
14H	MOTOR TEMPERATURE SENSOR ERROR	CHECK MOTOR TEMP SENSOR OR REFER TO DEALER
15H	CONTROLLER TEMPERATURE ERROR	CHECK CONTROLLER TEMP SENSOR OR REFER TO DEALER
21H	SPEED SENSOR ERROR	CHECK ALL CONNECTIONS, MOTOR & CADENCE SPEED SENSOR
22H	BMS COMMUNICATION ERROR	CHECK CABLE CONNECTIONS OR REFER TO DEALER
23H	HEADLIGHT ERROR	CHECK CABLE CONNECTIONS
24H	HEADLIGHT SENSOR ERROR	CHECK CABLE CONNECTIONS
25H	TORQUE SENSOR ERROR	REFER TO DEALER
26H	TORQUE SENSOR ERROR	REFER TO DEALER
30H	COMMUNICATION ERROR	CHECK ALL CONNECTIONS / CONTROLLER FAULT

REPAIRS MUST BE CARRIED OUT BY QUALIFIED & AUTHORISED TECHNICIAN'S - REFER TO YOUR LOCAL DEALER FOR ANY SERVICE & REPAIRS.

MAINTENANCE SCHEDULE

SCHEDULE	WEEKLY	MONTHLY	QUARTERLY	6-12 MONTHS
CLEAN BIKE OF MUD AND DEBRIS WITH DAMP CLOTH (DO NOT HOSE)	✓			
CHECK TYRES SEATED ON RIM CORRECTLY & ARE INFLATED TO PRESSURE	✓			
CHECK BRAKE FUNCTION - ADJUST IF REQUIRED (MECHANICAL BRAKES)	✓			
CHECK TIGHTEN QUICK RELEASE WHEEL AXLES, CRANKS & PEDALS	✓			
CLEAN & LUBE CHAIN - CHECK FOR WEAR REPLACE IF NECESSARY		✓		
CHECK ENTIRE BIKE FOR LOOSE BOLTS		✓		
CHECK SUSPENSION SHOCK PRESSURE (IF APPLICABLE)		✓		
CHECK TIGHTEN HANDLE BARS, STEM & HEADSET		✓		
CHECK SPOKE TENSIONS		✓		
CHARGE & INSPECT BATTERY / TERMINALS / CABLES & CONNECTIONS		✓		
CHECK FOR LOOSE ELECTRICAL & MOTOR WIRE CONNECTIONS			✓	
INSPECT TYRE WEAR & REPLACE			✓	
INSPECT OR REPLACE BRAKE PADS (IF BELOW 1MM)			✓	
BLEED BRAKING SYSTEM (IF BRAKING PRESSURE LOST - BLEED ASAP)				✓
INSPECT, CLEAN OR REPLACE BRAKE DISC ROTORS (IF UNDER 1.5MM - USE APPROVED DISC CLEANERS ONLY)				✓
BEARINGS / HUBS INSPECT & CLEAN				✓
INSPECT HEADSET (CLEAN & REGREASE IF REQUIRED)				✓
TUNE DERAILLEUR / TRANSMISSION				✓
INSPECT & CLEAN CRANK SHAFT (REGREASE IF REQUIRED)				✓
INSPECT MOTOR CORE - CLEAN & REGREASE PLANETARY GEARS				✓

REFER TO YOUR LOCAL DEALER FOR SERVICE & REPAIRS. FAILURE TO UP KEEP MAINTENANCE SCHEDULE OUTLINED ABOVE MAY VOID YOUR WARRANTY OR DEEM YOUR BIKE UN SAFE AND COULD CAUSE SERIOUS INJURY OR DEATH.

WARRANTY

2 Year Warranty

Here at Ampd Brothers Electric - Quality and Assurance means a thousand words. That's why we stand behind all our products with our extensive Nation Wide 2 Year Bike Warranty - (1 Year on Batteries). Remember that by Purchasing and Operating this Electric Bike you hereby Agree to our Terms and Conditions of Service.

To read the full warranty terms visit:
www.ampdbros.com.au/pages/warranty

What Our Warranty Covers:

- Manufacturers Faults, defects and/or Failure

What We Don't Cover:

- Damage or Failure due to misuse (eg. freestyle activities)
- Damage caused by failure to service or up keep of regular maintenance
- Damage caused from water, natural disaster, storms or floods
- Damage caused by incorrect fitment, installation or assembly
- Wear and Tear from General use over time eg. worn tyres
- Products Tampered with or Altered from it's Original Manufacturers State
- People who are not the Original Purchaser as listed on the Purchase Receipt
- Claims outside the Valid Warranty Period from the Date of Receipt
- Damage caused by failure to adhere to the Maintenance Schedule on Page 14
- Accessory Items such as Clothing, Tyres, Tubes, Serviceable Fluids, Perishables or Wear and Tear items

What Happens When I Have a Warranty Problem?

1. Check over this manual to see if there is a solution to the problem at hand
2. Contact the store you purchased from to assist with diagnosing / repairing the problem or a member of our team
3. If a manufacturers fault is established we will ship out the replacement part OR
4. If the fault requires a technician to diagnose, repair or install components we will direct you to one of our dealers, a local bike store or technician for further attention

Warranty Support:

Refer to Your Local Dealer of Purchase or Contact Us at..

Email:
service@ampdbros.com

Phone: (07) 5646 6240

or **Visit Us Online:**
www.ampdbros.com

TROUBLE SHOOTING

Battery, Power or Charge Issues

1. Check the battery is fully charged and the Master switch on the Battery is ON
2. Ensure the Battery is fully lodged firmly into position and is secure
3. If flickering occurs on the Display or Rapid Battery Level reduction occurs - refer to step 2 above.
4. Battery not charging - Check all connections are firm. Check the battery charger light turns RED on connection and after several hours, turns to GREEN when complete, only remove from charge when the light is GREEN.

Motor Drive Issues

1. Motor is making severe grinding or unusual sounds - refer to store
2. Loss of Power or Performance while Pedaling - Check the Magnet on the Crank is close to the Crank Sensor - (does not need to touch completely)
3. Check motor wires firmly connected at plugs.
4. Check the "(!)" Icon is not active on the Display, this means your Brake Cut Off Sensors is Active and is dis-engaging power supply to the motor. Brake Sensors may need adjusting, refer to Dealer for Service.
5. Check Battery Connections are firm and Battery is Fully charged and is secure in place with full contact at the battery terminals.
6. Ensure your Motor Assist Level is 1 or Higher.
7. Test the motor works by Holding the "-" (minus) button on the keypad, if so refer back to Step 2 or Refer to store if problems persist

Braking Issues

1. Loss of Brake pressure on Mechanical Brakes - Check the adjustment of the brake pads via the large silver adjusting bolt behind the caliper.
2. Loss of Brake pressure on Hydraulic Brakes - Check for leaks at the lever and caliper if leaks detected Refer to store for Bleeding or service.
3. Squeaking from Brakes can be common on new Bikes and will decrease over time as the pads wear in. Check adjustment of pads is correct and that there is no signs of excessive touching to disc - if so replace pads or refer to store for service.

Headlight Malfunction

1. Ensure you are Holding the "+" Button to Activate/De-Activate the light for at least 5seconds via the Display Keypad.
2. Check the cable is connected at the lower plug by the front fender and not at the wire by the Handle Bar Brake Levers.

Gears / Transmission

1. Ensure you are only changing gears while the bike is in motion. If gears are making clicking sounds or are not changing smoothly - a service may be required.
2. Check the Derailleur Hanger Bracket near the Axle / Motor Wire Entry is not bent