

Electric Bike 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 your electric bike battery's power and health. The following information will inform you how to care for, handle and safely manage your electric bike battery.



The incorrect use of the battery pack may result in an excessive rise in temperature, fire and/or explosion leading to serious personal injury. For your safety, please read this full instruction before use.

Safety Precautions:

- Charge battery fully prior to initial use.
- Charge the battery pack at an ambient temperature between 50 °F (10 °C) and 86 °F (30 °C) and use between 32 °F (0 °C) and 104 °F (40 °C). Charging or operating
- Detach the battery 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.
- Fully charge the battery before putting the battery in storage, recharge the battery every 3 months. Failure to maintain the batteries charge could damage the battery and void your warranty
- If battery 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

Care instructions:

- 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 metal objects such as jewellery, keys, coins, hairpins, etc.
- Do not leave the battery in direct sun, near heating equipment, or in a closed car or on 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.

Electric Bike Battery Types

There are different types of bike batteries, with the power and quality varying dependent 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 cyclist. The environment and the wind also influence the range. A flat even service will always provide increased range over a hilly uneven surface when riding.

Range: "An action radius indicates how many kilometres you can travel on a full battery, without having to recharge."

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 500 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.

How to Maximise the Range of an E-Bike You Can Do the Following:

- Your battery should be completely fully charged before departure.
- You can increase your range by inflating the tires, as the bike has less resistance.
- Also, use the right gear so that you can provide optimum energy yourself.
- Carry your charger with you if planning a long ride and recharge when taking a break.

Warranty

Warranty Terms and Conditions Summary

- 12-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
- If the product is used commercially in any way (including, but not limited to, putting the product for hire, using it for food delivery and using it for flyer drops)
- We do not warrant batteries used with motors and controllers from other seller
- The warranty will be voided if the product is used commercially in any way

Warranty Terms and Conditions

- It is warranted that the battery retains 70% 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; and Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 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 the Australian Consumer Law. Subject to the terms and conditions set out below, TDRMOTO 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 TDRMOTO specifications during the Warranty period of 12 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.
- Any repair service under warranty must be approved by TDRMOTO. If a customer decides to perform repairs on a product without TDRMOTO's approval, your warranty will be void.
- Where Products are already faulty or damaged upon delivery, photographic evidence of the damage must be submitted to TDRMOTO via email before the battery will be repaired or replaced in accordance with these terms.
- TDRMOTO reserves the right to replace the battery with the same battery, rather than repair it. Where a replacement is provided, TDRMOTO will determine, in its discretion, the closest battery within the then current range of Products offered by TDRMOTO with which to replace the faulty or damaged Product. The replacement battery may differ with the replaced batteries specifications, at the reasonable election of TDRMOTO, as battery specifications can alter from time to time. Replacement of the battery does not extend or restart the Warranty period.
- If TDRMOTO 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 TDRMOTO'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 TDRMOTO upon arrival. In instances where goods have been damaged in transit, the Customer must report this to TDRMOTO within 3 days of receipt of the product. Failure to report physical damage on arrival within 3 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 TDRMOTO Authorised Repair Centre.
- TDRMOTO 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.

- TDRMOTO reserves reasonable discretion to determine whether any battery is or is not performing in accordance with the TDRMOTO specifications and general industry expectations, subject to applicable law.
- The Warranty is not transferable to a new owner of a Product originally purchased from TDRMOTO.
- 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, the operation of a computer virus of any kind, 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; or To service of any product whilst it is outside Australia.
- To the full extent permitted by law: TDRMOTO 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. TDRMOTO's aggregate liability in respect of all claims under the Warranty shall not exceed the original purchase price of the Product or, at TDRMOTO's option, replacement of the Product with a like or similar Product. TDRMOTO excludes all other warranties, conditions, terms, representations, and undertakings whether express or implied.

- Insofar as they apply to warranties relating to TDRMOTO Products supplied by TDRMOTO Australia, these Warranty Terms and Conditions are governed by and must be construed according to the law of the State of Victoria, Australia and the parties submit to the jurisdiction of the courts in that State.
- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.
- All warranties are voided if any of our products sold through TDRMOTO are modified or rebuilt or opened.