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ITALIA^{ULTRA}
LSM ELECTRIC SCOOTER
GIO Electric eScooter Owners Manual - EN



**PLEASE INSPECT YOUR GIO ELECTRIC ITALIA-ULTRA LSM
E-SCOOTER UPON ARRIVAL AND REPORT ANY DAMAGES THAT
MAY HAVE OCCURRED DURING SHIPPING TO YOUR GIO DEALER
OR GIO ELECTRIC DIRECTLY IF PURCHASED DIRECTLY**

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Before operating, please read this entire manual carefully and familiarize yourself with GIO Electric scooter, it's components and how they function

1. Please ensure your LSM (low-speed motorcycle) is properly registered/licensed and observe all local traffic laws. Remember: ignorance of the law is no excuse.
2. Please check both front and rear brakes before operating and adjust if necessary. Always allow distance for braking especially in wet, slippery conditions
3. Check often for loose fasteners, especially the wheel nuts, handlebars and saddle fasteners.
4. Twist the right side handle grip to go, release throttle and squeeze both front and rear brake levers to stop.
5. For safety when charging please have both the charger and bike in a well-ventilated area. Ensure ignition is turned to off during charging.
6. Avoid disassembling the entire bike or wiring without proper knowledge.
7. Please be responsible and dispose of all old batteries through a local battery recycler.
8. Illustrations/images in this manual may differ from the final product.
9. If you have any concerns or questions in regards to you e-Scooter please contact the GIO Dealer from which your purchased or GIO Electric Customer Service

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Safe Operation Guide

Always ride in proper accordance with local laws and regulations. Being classified as a low speed motorcycle or LSM, ensure the vehicle is properly registered and rider properly licensed. Always obey local traffic laws.

Do not lend to, or let anyone not properly trained and licensed operate this scooter.

This scooter is not a toy, please keep children away from the scooter, its battery charger and charging ports.

Never operate your GIO electric scooter without wearing an approved helmet that fits properly.

Always be alert to your surroundings. Do not ride while using headphones/cell phones as they mask traffic sounds and emergency vehicle sirens, and cause distracted driving which can lead to accidents.

Never consume drugs or alcohol before or while operating your GIO electric scooter, they can impair your judgment and reaction time.

Before riding your GIO electric scooter, check throttle control and brakes for proper operation.

Always keep both hands on the handlebars and both feet on the footrest during operation. Never stand on a scooter whether moving or not.

Do not turn at excessive speeds or make sudden or sharp turns.

Allow for extra braking room in slippery conditions, ice, snow, rain, etc.

Always inspect your GIO scooter before each use to make sure it is in safe operating condition. Check for loose screws, nuts, bolts, parts, brakes, drive chain, etc.

Always follow the inspection and maintenance procedures described in this manual.

Always maintain proper tire pressure as described in this manual. Type of tire and inflation can affect scooter handling.

Avoid operating in heavy rain or through water deeper than the ground clearance.

Do not operate near flammable liquids or materials.

Never attempt to repair when power is ON.



Do Not Make Any Alterations Or Modifications To This Gio E-Scooter Or Add Any Parts Not Authorized By Gio Except Those Discussed In This Manual Or Those Required By Law. Do Not Remove Any Reflectors, Lights Or Other Standard Equipment. Failure To Follow These Operation Instructions Can Result In Serious Injury Or Death Or Could Result In An Electrical Short And Or Fire.

Gio Electric Is Not Responsible For The Consequences Of Failure To Comply With State And Local Regulations Relating To The Use Of This Electric Scooter!

Assembly

Your Italia-Ultra comes 95% assembled, and only installation of the mirrors and the storage container are required to complete it.

Locate the mirror safely packed separately within your shipping box. Ensure the correct mirror is installed on the corresponding side, twist into place and tighten with a wrench. Slide the rubber finishing caps over the tighten mounting.

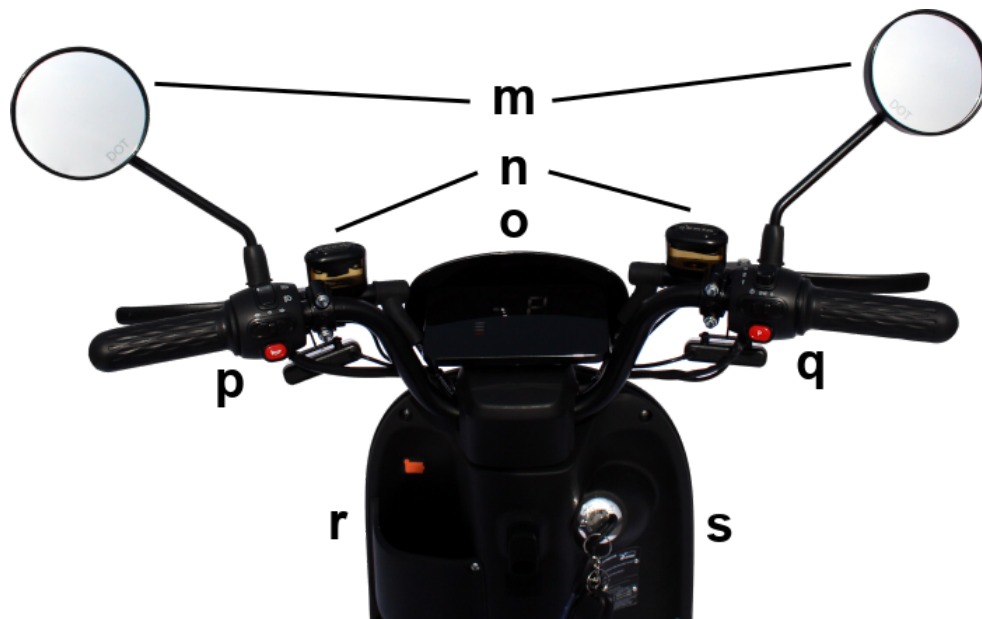


Using the keys, unlock the rear storage box and align the 4 holes in the box with the matching holes on the mounting bracket below. Secure with included hardware.

Scooter Diagrams

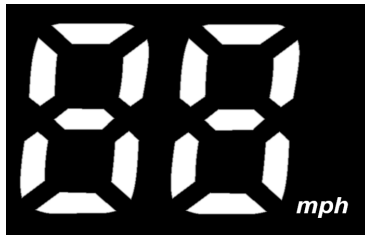


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|---|-------------------------------------|---|---------------------------------------|
| a | Mirrors | g | Charging port |
| b | LCD display, controls (see below) | h | Seat, battery & controller (internal) |
| c | Ignition, bag hook (2.5lb capacity) | i | Cargo container |
| d | Cupholder, usb power port | j | Taillights, license plate mount |
| e | LED headlight | k | Kickstands (Side & Main) |
| f | Front wheel, fender, brakes | l | Rear wheel with motor, brakes, fender |



- | | | | |
|---|--|---|---|
| m | Mirrors (L/R) | q | Throttle, front turn signal, controls - lights, speed, parking button |
| n | Hydraulic brakes (L-rear R-front) | r | Cupholder, usb power port |
| o | LCD Display | s | Ignition and steering lock |
| p | Front turn signal, controls - headlight strength, turn signals, horn | | |

LCD Display Icons



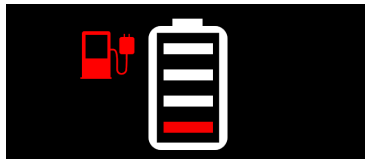
Speedometer in MPH - Displays P when parking mode activated



Speed Settings (Displays current setting only)



Odometer - Displays total mileage



Battery Level - Illuminates current battery level, displays charging icon when charging



Turn Signal Indicators (Left, ON, Right)



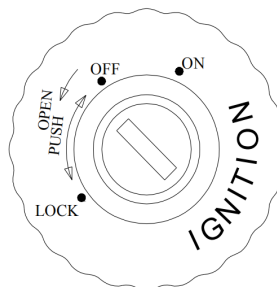
Headlight Indicator



Indicators (in order left to right) Motor Error, Throttle Error, Controller Error, Brake Indicator

Scooter Operation

Powering your Scooter On/Off



Your Italia-Ultra features a keyed ignition and remote fob. Insert the key into the ignition located on the steering column and turn it clockwise to "ON". The LCD display will activate, indicating that the scooter is on. Always turn the key to the OFF position to power down the scooter when not in use to prevent excess battery drain, theft or unauthorized use leading to accidents. Do not remove the key while the scooter is in motion, this will result in loss of power and possible loss of control.

Your ignition switch also opens the battery compartment see pg 11 for details.

The scooter can also be turned on/off remotely with the center power button on the included fobs.

Accelerating

Acceleration for your scooter is controlled by the twist grip throttle on the right handlebar. Rotate throttle towards you to accelerate and release to slow down. It's more efficient if you add power gradually when accelerating and coast as far as possible before braking.

Your scooter has 3 overall operating speeds: 1:Low, 2:Medium, 3:High. Set your scooter to the desired setting with the number labeled switch next to the throttle.

Please note, your scooter features a parking setting activated by pressing and holding the red button labeled "P" on the right handlebar until the park setting is activated. This setting prevents the throttle from engaging, preventing accidental acceleration without having to power down the scooter. The parking feature does not activate brakes.



Always keep hands on the brake levers in order to control your speed.




Braking

Brakes are applied by squeezing the levers that are located on both sides of the handlebars. The right brake lever controls front brakes and the left lever controls the rear brakes. It is recommended to release the throttle and use both brakes simultaneously. To avoid tipping, refrain from applying the front brake only. Please take extra care to balance between the brakes in slippery or wet conditions.

Brake cut out switches integrated into both brake levers will shut off the power to the motor whenever either front or rear brakes are applied.

Lights and turn signals

The lights on the vehicle are operated using switches on either side of the handlebars. The right handlebar features a 3 position switch for overall lights operations.

-  - All lights including headlight ON
-  - Signal & Brake lights only
-  - All lights OFF


The turn signals are operated with the 3 position switch located on the left hand side of the handle bars. Push the switch in the desired direction to activate the signal and back to the center position.

The strength of the headlight (low beam or high beam) is controlled by a switch located just above the turn signal controls. Please note that the right side switch for lights must be in the "all lights on" position for the headlight to illuminate.

Horn

Press the red button label with “” to activate the scooter's horn.

Security Features

Your Italia-Ultra features a pair of security features. The first is a steering lock. Turn the handlebars all the way to the left. Then with the key inserted in the ignition, push the key inwards and turn clockwise to the locked  position. If the steering lock doesn't engage, wiggle the handlebars slightly left and right until it does. Remove the key.

The second security feature is an alarm controlled by the fob. To activate the alarm press the lock button on the fob. Once activated the alarm will sound if the scooter is moved. To disable the alarm system or silence a triggered alarm press the unlock button.

Kickstands

The Italia includes a pair of kickstands, a main center kickstand which raises the rear wheel slightly off the ground and a small side kickstand. To use the side kickstand, push the kickstand down, with your foot into the extended position and rest the scooter on the kickstand. When not needed, straighten the scooter and push the kickstand back into position. Avoid using the side kickstand on sloped or soft surfaces.

To use the main center kickstand, grip the handlebars for stability and firmly press down on the bracket attached to the kickstand. Guide the scooter up onto the kickstand while pushing it down, into the completely extended position. To release the kickstand gently push the scooter forward to guide it off the kickstand until it's spring returns it to the stored position.

Charging



Please carefully read and understand all battery and charger care details and safety information (pg#) prior to your first charge cycle.

Your Italia Ultra ships with minimal battery charge and must be charged prior to first use.

To charge your scooter, first ensure the main breaker (under seat) is in the ON position, your scooter will not charge with the breaker turned off. With the ignition key switched to off, plug the output plug from the charger into the charging socket on the scooter below the seat. Once connected to the scooter, plug the charger into a standard wall socket. The light on the charger should turn red which indicates that it is charging and then turn green when the battery is fully charged. Remove the charger from the wall outlet and then from the scooter/battery as soon as charging is complete.

The charging time for the scooter is 4-8 hours, do not charge for longer than 12 hours. If charging does not finish after 12 hours, it is likely a problem has developed, unplug the charger and contact your dealer or GIO Customer Service. It is normal for the charger to get warm, and always be sure it is well ventilated, unobstructed and kept dry at all times. Do not place the charger inside of the storage compartment while charging. Ensure your charger is situated on a stable flat surface to prevent any damage from falling.

For best results charge your battery before it is completely depleted. Connected batteries will also slowly discharge even when not in use.

Your Italia-Ultra comes included with a charger, do not use a charger not designed for your specific scooter model. Unless the riding distance was very short, it is generally advisable to fully recharge the battery after each ride. This will ensure the longest possible battery life. If the battery is left in a low state of charge for long periods of time the total battery life will be diminished. Avoid dropping the battery or charger. Never put anything on top of the charger when charging and keep it dry at all times. Please keep the charger out of reach of children.

NOTE: You should never recharge your batteries unattended. Keep away from children while actively charging. If at any time you notice your batteries getting hot to the touch or if they emit any odor, immediately stop the charging process and contact your dealer or GIO Electric Customer Service. To avoid damaging or shortening the life of the charger, always unplug from the wall socket when not actively charging.

Electrical System Operation

This scooter has over-current protection. In the event that the current exceeds the rated value of the protector the scooter will automatically shut off to avoid burning out the motor or other components. Possible causes include excess weight capacity, driving up slopes greater than recommended, rough road conditions or riding against a strong headwind. If this shutdown occurs, allow several minutes for the unit to rest, reset the ignition and avoid the conditions that caused the shutdown.

The scooter also has under-voltage protection, which automatically cuts off the power when the battery voltage is low. Please charge the battery as soon as possible to prevent any battery damage or shortening of its lifespan.

Start up on your scooter takes 2-3 seconds, during start up the throttle will not function, this is normal. In the event the throttle does not function properly after start-up, reset the scooter by turning the ignition off and on again. Voltage fluctuation at start up is normal and should resolve itself upon riding. The motor may produce a hum at lower speeds, this is normal.

Maintenance and Care

The frequency of maintenance and cleaning depends on how much you ride and under which conditions. Recreational riders should need far less maintenance than daily commuters. The harder you ride or harsher your riding conditions, the more you have to take care of your scooter if you want it to last. There are various time intervals for proper maintenance. Quick checks and maintenance should be done before & after every ride. More in depth maintenance steps should be taken every couple of months or as issues are identified. Please refer to a suggested maintenance schedule on pg##

Pre-ride Checklist

- Ensure horn, turn signals and headlight are in working condition
- Ensure brakes are in proper working order and can be easily and comfortably engaged when the levers are squeezed. Check fluid levels.
- Ensure kickstands are in working order
- Ensure all screws, nuts, bolts and parts are securely fastened and adjusted.
- Make sure the tires are not excessively worn, do not have tears or cuts, are properly seated on the rim and correctly inflated
- Make sure the wheels spin straight and that the rims are not bent or damaged
- Ensure you are wearing a well fitted helmet of the correct rating.
- Ensure battery is fully charged

Cleaning

Cleaning is the number one thing you can do in order to ensure your GIO will serve you for a long time. In the long run, it will save you money and a lot of time waiting for the scooter to be repaired. Ideally, you should clean your GIO after each ride. But it really depends on your riding style and on how much you ride. A good rule of thumb is that if you ride more than 2 or 3 times a week, clean your scooter weekly.

Ensure all caps covering electrical connectors are securely in place prior to cleaning. Always clean the scooter with care, the electrical components don't take kindly to increased pressure water streams. A strong enough water stream could breach the waterproof seals of the electrical components and even force water into them and cause premature failure. Therefore, don't use aggressive water sprays or power jets when washing the scooter and keep water away from the battery/motor/brain module and other electrical components as possible.

Clean gently with a neutral soap and sponge or soft cloth removing any dirt, debris, sand, mud, and grit that got caught on the scooter. Ensure the scooter is dry, after cleaning or after getting wet riding in wet conditions. Always make sure the outer casings of electric parts are dry and do not attempt to open them to clean inside. You will, most likely, not be able to properly reseal the components which will lead to further exposure to water.

Brakes

The Italia-Ultra is equipped with front and rear hydraulic disc brakes. Each caliper's brake pad is provided with wear indicators, which allows you to check the brake pad wear without having to disassemble the brake. To check the brake pad wear, check the position of the wear indicators while applying the brake. If a brake pad has worn to the point that a wear indicator almost touches the brake disc, have the brake pads replaced as a set.

Insufficient brake fluid may allow air to enter the brake system, possibly causing it to become ineffective. Before riding, check that the brake fluid is above the minimum level mark and refill it if necessary. Low position brake fluid level may indicate worn brake pads and/or brake system leakage. If the brake fluid level is low, be sure to check the brake pads for wear and the brake system for leakage. When checking the fluid level, make sure that the top of the master cylinder is level by turning the handle-bars. Use only the recommended quality brake fluid (DOT 4), otherwise the rubber seals may deteriorate, causing leakage and poor braking performance. Refill with the same type of brake fluid. Mixing fluids may result in a harmful chemical reaction and lead to poor braking performance. Be careful that water does not enter the master cylinder when refilling. Water will significantly lower the boiling point of the fluid and may result in vapor lock.

A soft or spongy feeling in the brake lever can indicate the presence of air in the hydraulic system. If there is air in the hydraulic system, it will need to be properly bled. Air in the hydraulic system will diminish the braking performance, which may result in loss of control and an accident.



Brake fluid may deteriorate painted surfaces or plastic parts. Always clean up spilled fluid immediately.

Lubrication

After cleaning, it is also advisable to lubricate the chain, levers, derailleur, cables, etc. (Do not lubricate brake pads, wheels and tires.) A clean, lubricated scooter will tend to be faster, smoother and quieter. A lubricant should be applied on all moving and/or rubbing components such as: brake lever pivots, axles, bushings, free wheels etc. approximately every 6 months or as indicated on the suggested maintenance schedule. (Lubricate more often under heavy or bad weather use.)

Apply the lubricant to the different parts and let it sit a few minutes and then wipe off the excess lubricant with a rag. After a while, clean the different parts with a degreaser to remove any excess dirt that has been collected on them and then relubricate.

Motor & Controller

Regularly check for and remove the dirt on the end caps on the two sides of the motor to facilitate heat dissipation when the motor is working. This will extend the demagnetization time of the motor, and thus extend the service life of the motor.

Check if the end cap screws and the shaft fastening nuts on the two ends of the motor are loose on a regular basis. If any are found to be loose, tighten them to avoid motor damage when riding.

Ensure the controller is properly fastened, and tighten if necessary. When accelerating gradually ease the throttle to avoid jumps in current between motor, controller and battery. This will help to aid in the longest possible lifespan of your scooter.

Battery

The batteries for your Italia-Ultra are located in a compartment below the seat. To access, turn the key counterclockwise past the off position to release the seat latch. Ensure that batteries are installed upright and the seat is securely latched back into position before riding.

Battery life varies based on environment, usage and maintenance. They do not require fluid checks or additional fluids to maintain. To maximize battery lifetime and prevent premature diminishment, operate at medium speeds with gentle acceleration, store at 50% to 100% charge capacity, and **recharge the battery every 4-6 weeks**. Failure to recharge regularly can result in premature end of life of your battery, and you will need to replace it. Do not mix old and new or different brands or types of batteries.

The recommended temperature for the battery is between 0 and 35°C. Battery capacity is based on the ambient temperature of 25°C, and the battery capacity will decrease by about 1% per drop in temperature by 1°C. Temperatures below -10°C may result in permanent damage to the battery. Keep the battery away from fire, heat, direct sunlight and caustic substances. Do not break or damage the battery. The battery acid contained inside is highly corrosive, flammable and may cause severe injuries or explosion. If this should occur, rinse with plenty of water and call emergency services immediately.

Your Gio Italia Ultra, its batteries and charger are specifically designed for each other, and are not interchangeable with other models of scooters. There are many chargers in the market that look similar, use of any other chargers may result in serious damage to all components. The polarity, as well as the input and output voltages of the charger supplied with your scooter is of the correct rating and type for your scooter. This information should be located on a label on the bottom of the charger.

Regularly inspect your batteries, charger, charging port for any signs of damage, leaking, dirt, corrosion, smoke, odor, etc. In the event of any abnormalities upon inspection or during use, stop using the scooter and contact your dealer or GIO Electric Customer Service for more information. All batteries are sealed and SHOULD NOT be taken apart without proper knowledge. Battery acid is poisonous and dangerous, it contains sulfuric acid and leads to dangerous burns. Avoid skin, eye and clothing contact. Protect your eyes always when working near the battery. Upon contact with the battery acid, immediately perform FIRST AID. or skin/eye contact rinse the affected areas with plenty of water. When accidentally swallowed battery acid drink large amounts of water. In both cases, seek immediate medical attention.

Batteries are installed in series with a wire diameter that complies with the relevant electrical installation regulations. Do not substitute alternate wiring. Positive and negative polarity should be connected correctly. To avoid short circuits, ensure connections are tight and in good condition. Ensure connecting lines are not allowed to cross, overlap or squeeze.



Always dispose of old batteries through an approved battery recycler, and keep children and pets away from batteries.

Storage

When storing your GIO Italia-Ultra for extended periods such as during winter, we suggest switching your breaker to the off position or removing the batteries and storing them separately, inside a temperature controlled space. Do not store batteries in a sealed container.

Recharge your batteries fully prior to putting them in storage for any period of time and then recharge them once every **4-6 weeks** when they're not in use. Recharging your scooter batteries on a monthly basis should take no longer than a few hours (until the charger light turns green). Always use the specific charger for your scooter. Never store or recharge your batteries in an area where the batteries are exposed to high heat sources.

NOTE: You should never recharge your batteries unattended. If at any time you notice your batteries getting hot to the touch or if they emit any odor, immediately stop the charging process and contact customer service.

Adjustments

Tires

Make sure that the air pressure for all tires is between 32-33 PSI. If the tires have less than the recommended amount of pressure, it may result in a decrease in battery usage time, poor handling, and damage to the tires and rims.

In the event tires or wheels need to be completely replaced, the front wheel and tire have replacement process is similar to most bikes, scooters or motorcycles. Since the rear wheel involves the hub and electric circuit, please pay attention to the wiring when disassembling. Ensure axle nuts are correctly tightened. The recommended torque is 30N.m for the rear wheel and 18N.m for the front wheel.

Handlebars

Adjustments to the handlebars and stem are simple, however do not exceed any safety mark labeled on those components.

Chain

Turn the adjusting nut to the left or right to calibrate the chain slack. While adjusting the chain, make sure to keep the front and rear sprockets aligned with the center and in a straight line. After adjustment, tighten the rear wheel nut. Lock the adjusting nut for final inspection to ensure that the chain sag between the two sprockets is 10-15 mm. The opening of the chain joint should be installed opposite to the movement direction.

Brakes

Your Italia-Ultra features hydraulic brakes that are free of basic adjustments.



If your brakes are not working properly , please contact your GIO dealer or GIO customer service.

Suggested Maintenance Schedule

The following is a suggested minimum inspection (🔍) & maintenance (🔧 / 🔄 / 🖌️) schedule, however it is advisable to inspect (🔍) your machine regularly to identify and fix any problems. Perform any adjustment (🔧), cleaning (🖌️), or replacement (🔄) as needed or at the specific mileage indicated by the schedule below

	175 Miles (300 km)	1250 Miles (2000 km)	2500 Miles (4000 km)	3750 Miles (6000 km)	5000 Miles (8000 km)	6250 Miles (10000 km)
General	Inspect prior to each ride and identify and correct any found issues					
Handlebars & Steering	🔍	🔍	🔍	🔍	🔍	🔍
Fittings, buttons and seals	🔍🔧	🔍🔧	🔍🔧	🔍🔧	🔍🔧	🔍🔧
Brake Levers & Calipers	🔍	🔍	🔍	🔍	🔍	🔍
Brake Hydraulic Fluid	🔍	🔍	🔍	🔄	🔍	🔍
Brake Hydraulic Lines	Every 4 years					🔄
Suspension system	🔍	🔍	🔍	🔍	🔍	🔍
Electronic assembly	🔍	🔍	🔍	🔍	🔍	🔍
Wheel Bearings	🔍	🔍	🔄	🔍	🔄	🔍
Tires	🔍	🔍	🔍	🔍	🔍	🔍
Steering bearing	🔍	🔍	🔍	🔧🖌️	🔍	🔧🖌️
Brake assembly	🔍	🔍	🔍	🔍	🔍	🔍
Brake oil	🔍	🔍	🔍	🔄	🔍	🔍
Battery	🔍	🔍	🔍	🔍	🔍	🔍

Specifications

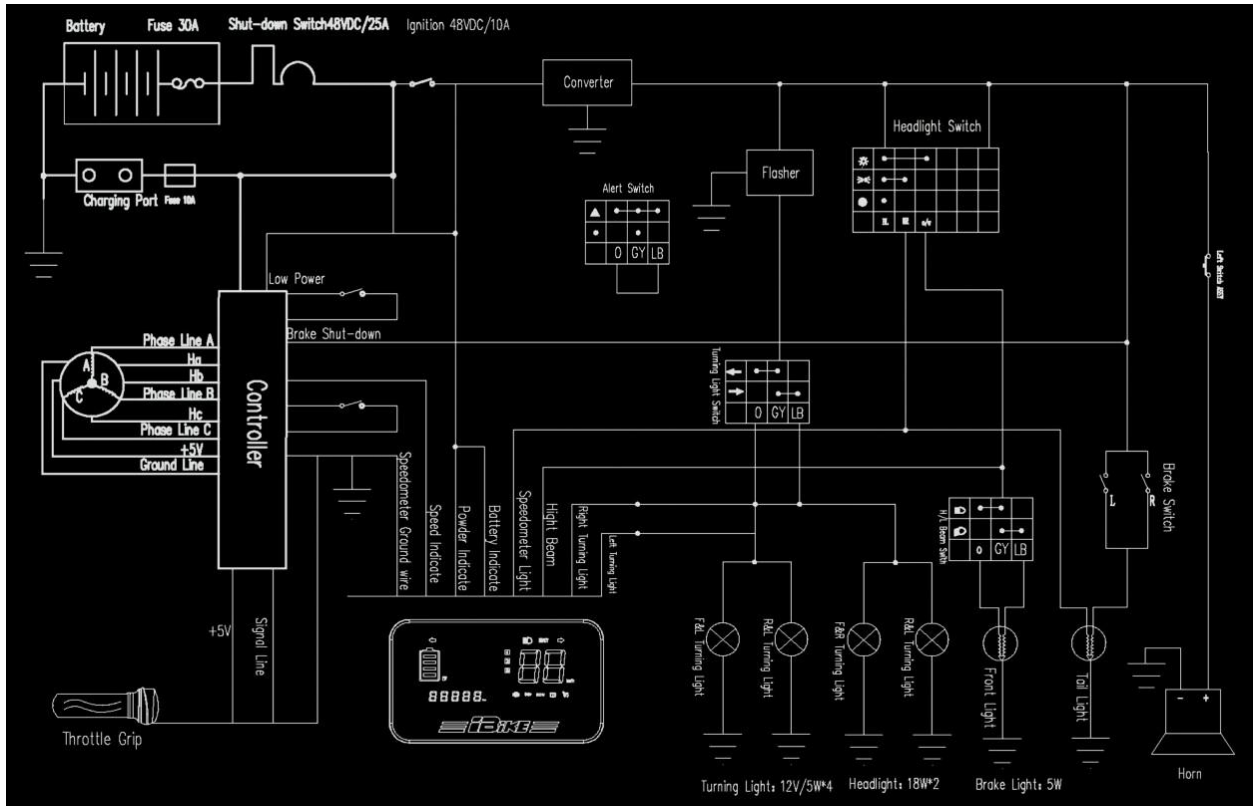
Rated Motor Power	500W (800W peak)	Brakes (Front/Rear)	Hydraulic Disc
Max Torque	85-90 NM	Recommended Brake Fluid	DOT 4
Transmission	DC Wheel Hub Motor	Suspension	Hydraulic Front / Spring Rear
Battery	60V20AH Sealed Lead Acid Battery	Lighting	LED
Top Speed	30 MPH (50 km/hr)	Weight Capacity	330lbs (150kg)
Range	Up to 40 miles (65 km)	Weight w/ battery	195lbs (89kg)
Frame	Steel Tube	Measurements	70" x 23" x 40" (174 x 57 x 100cm)
Tires	3.50-10	Wheelbase	49" (123cm)
Pressure	32-33 PSI	Max Incline Ability	12°

Troubleshooting

Issue	Possible Cause	Solution
No power / no lights	Ignition Key "OFF"	Turn to "ON"
	On/Off Switch "OFF"	Turn to "ON"
	Fuse	Check Fuse
	Battery not connected	Ensure battery properly connected
	Battery needs charging	Charge battery
	Loose or damaged wiring	Check connections between ignition, battery etc.
Power ON but scooter doesn't run	In parking mode	Long press P button to release
	Brakes safety switch is engaged	Check that brake levers are released/not applied.
	Throttle connection	Check throttle wires for proper connection
	Battery not connected properly	Check and connect both battery packs, fuse, etc.
	Battery low	Charge battery
	Wires to controller loose	Check and reconnect wires
	Wires to motor loose	Check and reconnect wires
	Defective controller	Replace controller
	Defective motor	Replace motor
Charger not working	No voltage in power outlet	Check wall outlet, use an alternate outlet
	Charger damaged/defective	Replace charger
Battery not charging	Charger damaged/defective	Replace charger
	Battery not connected properly	Check and connect both battery packs, fuse, etc.
Reduced running distance	Battery not fully charged	Charge battery
	Brakes making contact when not applied	Adjust brakes
	Tire pressure low	Inflate to correct pressure
	Battery at end of lifetime	Replace battery
Scooter doesn't stop when applying brakes	Brakes not correctly adjusted	Adjust brakes
	Brake cable loose	Place brake cable in proper position

In the event that you are having difficulty with your scooter outside of these issues or these solutions are not correcting your issue please contact a technician at GIO customer service.

Wiring Schematic



VIN

Please write down the VIN (vehicle identification number) for registration, application for insurance or in the event the vehicle should be stolen. The number is stamped into the frame, located behind the cover plate on the steering column just above the foot rest.



Warranty

When purchased from a GIO Dealer:

Please refer to the warranty details provided by your GIO Dealer. In the event of shipping damages or warranty issues please contact them directly.

When purchased from GIO Electric directly:

The limited warranty as contained herein is exclusive and in lieu of all other warranties expressed or implied. There are no warranties that extend beyond the description in this limited warranty. GIO Electric guarantees this product, including charger, motor, controller, to be free of manufacturing defects for a period of 12 months. All warranty periods commence from the date of shipment. This limited warranty covers the replacement of defective parts, it does not include their installation or costs related to doing so. It does not cover normal wear and tear items/parts (tires, brake pads, cables, etc). It does not cover product issues due to misuse, neglect, or accident. Nor any damage, failure, or loss caused by improper assembly, set up, storage, maintenance, or improper servicing.

In the event of shipping damages or warranty issues please contact us directly.

Technical Support and Parts

Having a technical issue or need to order spare parts? Do not hesitate to contact us by phone or email. Have your order number ready before contacting us.

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