You are the proud owner of an iGO electric bike.

We have taken great care to create an incredible product and hope you enjoy riding it as much as we enjoyed creating it.

The bike is equipped with electronic pedal assistance which provides a completely new cycling experience. We encourage you to take the time to familiarize yourself with all the functions and capabilities that are now available to you - please read this comprehensive guide carefully before riding your new electric bike. Whether you ride to commute, to go shopping or just ride for riding’s sake, you will do so in comfort and confidence on your new iGO electric bike.

If you want to know more about your electric bike or discover tips and hints to get the most out of any ride, consult the ever expanding wealth of knowledge available at: assist.igoelectric.com

We wish you many happy rides with your new electric bike.
FRAME SERIAL NUMBER

The serial number is located on the frame at either:
1. the bottom of the headtube (above the front wheel)
2. on the non-drive side chainstay (close to the bottom bracket)

my serial number is:

--------------------------------------------------

You can now register your bike at:
register.igoelectric.com

Your electric bike may differ from the illustrations in this manual.

iGO highly recommends having the electric bike assembled and adjusted by a professional bicycle technician.

Note:
iGO Electric reserves the right to make changes without notice to design(s) and / prices listed in this manual. This manual has be compiled with great care. iGO can not be held responsible for any inaccuracies.
IDENTIFY YOUR iGO ELECTRIC BIKE

I am the proud owner of...

I bought this at:

I bought this at:

I bought this at:

I bought this at:

Purchase date:

Purchase date:

Purchase date:

Purchase date:

igoelectric.com
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Each chapter of this manual is relevant to all iGO 'connected' electric bikes except where indicated in the page header.
ABOUT iGO CONNECT

The iGO connect app will allow a greater functionality enhancing the ride experience to any of the iGO connected bike models.

DOWNLOAD

The iGO connect app is available on Apple's App Store for IOS devices and the Google Play Store for Android. Search for "iGO Connect" and install the app.

Note:
As the iGO Connect App evolves and is further developed to offer the best possible riding experience some of its related details in the following pages may change over time. We advise checking the online development log at: www.igoelectric.com/igoconnect for further release notes and app development news.
Tap the menu icon (or swipe inwards from the left side of the screen) to reveal the menu options.
1. **CONNECTING YOUR iGO ELECTRIC BIKE TO THE BLUETOOTH APP**

1. Turn on the main power of your iGO electric bike from the bikes main handlebar mounted display.
2. Open the app on your mobile device and click on ‘Bluetooth Connections’ (in Menu).
3. The app will detect compatible electric bikes within range. Select your iGO electric bike from the list, and you are ready to ride.

If you don’t see the eBike connection press the scan button.

When connecting your iGO electric bike to a mobile device for the first time the app will run an ‘initializing’ protocol to ensure all bike settings are correct. These settings are designed to offer a casual and safe ride experience. An alternative settings bundle is provided that offers a more powerful performance (see item 4 on the opposite page for installation instructions).

**Note:**
After 3 minutes of inactivity, the bikes display will power off to conserve energy. This will also cause your bike to lose Bluetooth connection with the app. (To change the ‘auto off’ setting of your electric bikes display, refer to the displays ‘Parameter settings’ instructions found in the ‘Display & Functions’ chapter of this manual).
2 SETTINGS
Select this from the menu list to open a page with options to switch between riding profiles, toggle between metric (kilometers) or imperial (miles) units, or further customize any riding profile using the ‘advanced’ settings.

The ‘back’ button will return you to the previous screen.

3 START SIMULATION
This function will allow you to familiarize yourself with the functions and capabilities of the iGO Connect app when not riding your electric bike. By selecting this menu item you can interact with a simulation of the app functions without affecting the settings of your iGO electric bike.

4 LOAD ALT. SETTINGS
Tap the ‘Load Alt. Settings’ item in the menu and follow the onscreen prompts to install an alternate settings bundle directly to your iGO electric bike*.

5 CHANGE LANGUAGE
Click to select and set your preferred language from the options presented in the list.

6 iGO ASSIST
The quick access link to iGO’s ever expanding knowledge base; including user manuals, video help, FAQ, live chat and email/phone support.

*Should you wish to revert back to the initial settings: open the iGO Connect App while in range of your bike, locate and swipe your ebike name in the ‘Bluetooth Connections’ list to reveal a red button. Press the red button and confirm ‘Forget this eBike’. Power off the bike and shut down the app. The next time you connect your bike to the app it will run the ‘initialize’ protocol and re-install the initial setting onto your bike.
iGO CONNECT PRE-SET RIDING PROFILES

There are 3 pre-set riding profiles to chose between:

**Economy**  Lower motor reaction time between power assist levels. For those who are either learning to ride an electric bike or prefer slower transitions in order to maximize battery life.

**Standard**  Standard reaction time between power assist levels. For those who desire a balanced amount of speed vs battery economy.

**Sport**  Increased reaction time between power assist levels. For those who demand a quicker ride.

These profiles have a direct affect on the power assist levels of your electric bike (controlled from the display unit on the electric bike handlebar) and will change the way your electric bike reacts as you pedal or use the throttle.
CUSTOMIZING AND CREATING YOUR OWN RIDING PROFILES

Custom riding profiles can be created and saved on your app. To do this:

1. Select one of the existing riding profile as your starting point.
2. Click the ‘advanced’ button.
3. Move the slider to increase/decrease the acceleration delay...
   - A larger number of milliseconds will increase the time taken for the motor to accelerate (a slower acceleration)
   - A smaller number of milliseconds will decrease the time taken for the motor to accelerate (a faster acceleration)
4. When you have your desired value click ‘save new profile’
5. Name your custom profile and click ‘save’

Clicking the ‘back’ button will return to the speedometer view. Your custom ride profile will be engaged and shown on the ‘riding profile indicator’.

Note:
To delete any custom riding profile, simply open the settings page, then press and hold your finger on a riding profile until the profile’s settings appear. Clicking ‘remove’ will bring up a prompt to confirm you want to permanently remove the custom profile. (Remove is not an option for the pre-installed riding profiles.)

You must be completely stopped in order to change from one riding profile to another. As you change your profile, the app will indicate when it is ready for you to ride. If the bikes moves during this process, a message indicating this movement will prompt you to try again.
OFF ROAD MODE

Off road Mode will increase the maximum speed of your iGO connected electric bike from 32km/h (20 mph) to 45km/h (28 mph). Take care to engage this mode only where permitted by local regulations, or when your electric bike is being operated on private property.

Swiping inwards from the right side of the screen will open the ‘Off Road Mode’ access panel. Swiping from the screen center to the right will hide the Off Road Mode access panel when you want to have full view of the speedometer.

Pressing ‘Enable Off Road Mode’ in the access panel will engage Off Road Mode*

Pressing ‘Disable Off Road Mode’ in the access panel will disengage Off Road Mode, reverting the electric bike assist settings to the last ride profile.
*Off Road Mode can be engaged even when the bike is in motion, however you will be prompted to confirm you have read and agree with the iGO disclaimer the first time you engage this mode in each riding session. We highly suggest that if you intend to use Off Road Mode during your ride, swipe to open the Off Road Mode access panel immediately after turning the app on and click to agree with the iGO disclaimer before riding.
iGO DRIVE

ABOUT iGO DRIVE

The iGO Drive is a Bluetooth enabled electric platform, consisting of a highly sophisticated North American controller, TFT color display with haptic feedback, powerful rear hub motor, and weatherproof connectors with quick change wiring harness.

It is triggered by the bike's electronic sensor array and thumb throttle*, drawing power from a high capacity lithium battery pack.

Note:
Extended features of the iGO Drive are available through the iGO Connect App.

DISPLAY AND FUNCTIONS

The battery must be installed in the electric bike for the display to function.
Make sure that the battery is securely locked into the bike.
It is recommended to remove and securely store the key when you are riding your electric bike.

The display unit of your iGO electric bike has a TFT Color screen and haptic feedback buttons.

*sensor and throttle configuration are dependent on the bike model.
OPERATING THE DISPLAY UNIT

Power on/off
Turn the power on or off by pressing the power button on the bottom of the unit for 2 seconds.
The display is also be set to turn off after a set period of inactivity to conserve energy (see section ‘parameter settings’).

Pedal assist levels
Your iGO electric bike will always power on to ‘0’. At this level no power is provided to the throttle or to the pedal assist.
To increase the level of assistance press the ‘+’ button. As the assistance numbers increase 1, 2, 3… etc. the power of the assistance will also increase. To reduce the level of assistance simply press the ‘-’ button. (You will feel a vibration from the haptic feedback to confirm each press of the button.)

Lights and display backlight on/off
To turn the headlight, rear light, and display backlight on or off press and hold the ‘+’ button for 2 seconds.

Speed and distance modes
A short press on the mode button will toggle between - trip / time / odometer / average speed / max speed - on the display

Reset speed and distance
To reset - average speed / max speed / trip / time - back to zero press and hold the ‘+’ & ‘-’ buttons for 2 seconds. (The main odometer will not be reset.)
Parameter settings
Press and hold the ‘M’ button on the bottom of the display for 2 seconds then release to enter the parameter settings menu. The ‘+’ or ‘-’ buttons will be used to change each parameter settings. Tapping ‘M’ will advance to the next menu item in this order:

SYSTEM: press ‘+’ or ‘-’ to toggle between metric / imperial
BRIGHTNESS press ‘+’ to increase the display brightness or ‘-’ to decrease the display brightness
AUTO OFF: press ‘+’ or ‘-’ to change the length of time before the display powers off - to conserve energy. (Chose from 1 to 9 minutes or ‘off’ to disable this feature.)
BATTERY VOLTAGE: Will show:
36v (Aspire electric bikes)
48v (Discovery, Outland, and The Royal electric bikes)
BATTERY INDICATOR: press ‘+’ or ‘-’ to toggle between ‘voltage’ or ‘percent’
MORE: (password protected) functions within this section are not programmed by the consumer

to quit the parameter settings menu press and hold the ‘M’ button on the bottom of the display for 2 seconds.

Note:
The menu will automatically quit after 30 second of inactivity.
The menu will automatically quit when you start riding.
For safety reasons you cannot change settings while riding.
WHAT IS PEDAL ASSISTANCE?

Pedal assistance is the way an electric bicycle enhances - or magnifies - the effort exerted by the rider on each pedal stroke. This will allow the rider to travel further or faster while exerting the same effort, or simply enjoy a more relaxed ride while using less energy and effort. The amount of assistance provided by the motor (how much a riders effort is magnified) is indicated by the PAS level number: 0, 1, 2, 3, 4… etc. iGO electric bicycles are equipped with multiple levels of electronic pedal assistance. The assist level is shown and controlled using the display unit located on the handlebar.

As a rule, a lower PAS number will indicate the motor is providing less assistance (ideal for flat roads, paths, light assistance) and a higher PAS number will indicate an increased assistance from the motor (for when you are riding up a steep incline, into a strong headwind, carrying a heavy load, or just want a more relaxing ride).*

PAS level 0 will disengage all assistance when pedalling, allow the bike to be ridden as a standard non electric bicycle. The display’s onboard computer, lights, etc. will continue to be functional but the motion of the bicycle will rely solely on the riders effort. (For your safety iGO electric bicycles default to power assist 0 each time the bike is powered on.)

When pedal assistance is engaged (PAS level 1 and up) the response of the motor - the ‘feel’ of the ride - is directed by the type of sensor on the bicycle and fine tuned by selecting or customizing a riding profile within the iGO Connect app (read the iGO Connect chapter in this user manual for more information about setting and using riding profiles).

*The motor will draw more power from the battery at a higher level of assistance. Extending the range of the battery can be achieved by reducing the level of assist used. Understanding the efficient use of bikes gears to complement pedal assist levels will allow for a smoother riding experience, can extend the range of the battery and has an added benefit of exerting less stress on bike components allowing them to last longer before requiring replacement.
CADENCE SENSING

Pedal assist with cadence sensor allow the rider to have assistance as soon as the rider begins to pedal and for as long as the rider continues to pedal. The sensor is located in the bottom bracket, weather-proofed and away from potential harm or tampering. It uses up to 32 optic sensor points to let the system know when the rider has started or stopped pedalling making it extremely efficient and fluid in the systems ability to deliver assistance.

TORQUE SENSING

Pedal assist with a torque sensor enables the system to provide measured assistance based on the riders effort. The sensor is located in the bottom bracket, weather-proofed and away from potential harm or tampering. The sensor uses pressure and strain gauges to measure the effort that the rider is putting into the pedals and provides the required assistance to ensure a smooth and comfortable balance. The more difficult the terrain, the more effort the rider puts into the pedals, the more the system assists and vice versa.

WALK ASSIST

USE CAUTION WHEN ENGAGING THIS FEATURE AND ENSURE THAT YOU ARE IN CONTROL OF THE BICYCLE BEFORE OPERATING WALK MODE

Walk Assist mode enables the bike to “walk” beside the rider at 6km/h. This feature is practical for walking the bike up-hill, when guiding on to a bike rack or carrier as well as when advancing with the bike over any surface that may be difficult to pull/push the bike through (mud, snow, sand, etc)

To enable walk mode:
1. stand beside the bike with both hand on the handlebar/brakes.
2. press and hold the “-” button for 3 seconds

The bike will then move forward at 6 km/h for as long as the ‘-‘ button is held.

To disengage walk assist simply release the ‘-‘ button (pulling on either brake lever to engage the motor-cut off will also disable the bike).
THROTTLE

The On Demand Thumb Throttle can be used at any time that pedal assist is engaged (PAS level 1 and up). Pushing down on the throttle will provide an immediate boost of acceleration to the bike (whether pedalling or not). The bicycle will continue to accelerate until the throttle is released or when the bicycle reaches its maximum assist speed limit. If the throttle is held down while at maximum assist speed the bicycle will continue to cruise at this speed but no additional acceleration will occur until the speed drops below the limit. (For rider safety the throttle is inactive when the electric bike is in PAS level 0.)

Note:
Sudden bursts of acceleration - especially from a stationary position - can exert extra stress on components. Selecting the correct gear and pedalling to build up momentum before engaging the throttle to accelerate will extend the life of your bicycle components.
REMOVING THE THROTTLE

It is possible to remove the thumb throttle - located on the left side of the handlebar - by following these steps:

1. Remove the left grip by using the correct sized allen key to loosen the bolt found at the end of the grip (see picture below). You may need to rock/twist the grip while pulling away in order to remove it.

2. Loosen the securing bolt located under the throttle by using the correct sized allen key. You should loosen the bolt enough to be able to freely manipulate the throttle but not so much that the bolt falls out of the housing.

3. Follow the wire leaving the throttle until you find its weatherproof twist connection to the harness.

4. Unscrew the twist connect and gently pull to disconnect the throttle from the harness.

5. Slide the throttle off the handlebar, then re-install the left grip and tighten.

To re-install the throttle, repeat these steps in reverse while taking care to properly line up the pins in the connection before applying any pressure.
BATTERY (ASPIRE ELECTRIC BIKES)

- Indicator Button
- Battery Meter
- Charging Port
Remove/Install Battery

To remove the battery from the bike frame, insert key & Turn 90° clockwise. The battery will release from the receptacle. Lift the battery from the top black edge on an angle as shown below.

To re install the battery first insert the lower part of the battery into the receptacle at the same angle as removal, then push the top of the battery into the receptacle. You will hear a click of the lock when the battery is secured onto the bike. Ensure the battery is secure by attempting to gently turn the key in the lock. When installed correctly there should be no ‘give’ (the key will not turn).

Always lock battery & remove the key while riding.
The on frame charging port is located on the top right side of the downtube. Lift the charger port cover to gain access to the port to charge the battery on the bike.
REMOVE/INSTALL BATTERY

To remove the battery from the bike frame, insert key & Turn 90° clockwise to the unlock position. Locate the black knob under the battery and turn 90° in either direction. The battery will unseat itself from the frame but will not fall out. While supporting the battery with one hand, use the other to turn the black knob on the underside of the battery case 90° to unlatch the battery and remove carefully while holding the battery parallel to the frame.

To reinstall the battery, hold battery parallel to frame and match the battery to the receptacle. Insert the bottom portion of the battery first, and then push the top part of the battery into the receptacle until you hear the latch close onto the battery. At this point the battery will hold itself in place. With both hands on each side of the frame and thumbs under the battery case push the battery into the receptacle. Once properly seated you will hear it latch into place. Lock the battery by turning key to the locked position (90° counter clockwise).

Always lock battery & remove the key while riding.
BATTERY (THE ROYAL ELECTRIC BIKE)

- POWER SWITCH
- CHARGING PORT
- LOCK
- POWER METER
REMOVE/INSTALL BATTERY

To remove the battery from the bike frame, insert key & Turn 90° clockwise to the unlock position. Lift the battery straight up by 2" and remove from the receptacle as shown below.

To re install, line up the battery to the receptacle as shown below and push down into position. Lock the battery by turning the key 90° counter clockwise.

Always lock battery & remove the key while riding.
CHARGING THE BATTERY

The battery can be charged both on and off of the bike. Please identify your battery type from the previous chapter and locate the charging port as indicated in the diagrams. **First plug the chargers male plug into the charging port, then plug the chargers 110 volt plug into your wall outlet. ( Do not use an extension for 110 volt )**

The indicator on the charger will light green for a few seconds and if a charge is necessary, the LED will turn red. The battery is fully charged when the battery indicator LED becomes green. **Unplug the charger from the wall first, and then from the battery.**

When the battery has become completely depleted you must charge it immediately. If the cells are left depleted for a long period of time, they may become irreparably damaged.

Make sure to only charge the battery in a dry, well ventilated area.

Unplug the charger when the battery is fully charged, or when charger is not in use.

Do not throw an expired battery in the trash. Please recycle your battery at an authorized recycling company in your area.
MAINTAINING BATTERY PERFORMANCE AND STORAGE INFORMATION

To gain maximum performance from your battery it is advised to periodically charge/discharge the battery. Charging the battery for at least 15 minutes once a month will avoid the battery staying at a specific rate for prolonged periods of time. It is not necessary to fully drain the battery before starting a charge cycle.

The battery will sustain permanent damage if not used or charged for a long period of time (ex: Winter storage). During any time of prolonged storage:

• Ensure that the battery is not charged more than 50% so that it will accept a periodic charge - YOU CANNOT PERIODICALLY CHARGE A FULLY CHARGED BATTERY.

• Once every month you must attach the supplied battery charger and charge for a period of no more than 15 minutes.

• Continue this procedure once a month until more frequent use.

This process will make sure that your battery does not stay at a specific rate of charge for long periods of time and prolong the useful life of the battery.
How far can I travel on my electric bike? The total distance you can travel on your electric bike is not an easy amount to specify. The range depends on many different factors including, but not limited to:

- The level of pedal assistance and throttle usage
- Resistance (wind, tire pressure, speed, inclines, road conditions and altitude)
- Total Weight (weight of the bike + rider + cargo)
- Outside Temperature
- The condition of the battery (battery capacity decreases as the battery ages)

Batteries are often compared based on capacity (Amp hours - Ah). However, a comparison based on capacity alone does not properly depict a battery since the performance of a battery pack is also based on battery voltage (V). The best way to compare battery performance is by looking at the amount of energy that can be provided in watt-hours (Wh). Wh takes into account both the capacity of the battery, as well as the average voltage during discharge. Simply put, the higher the V/Ah, the higher Wh range.

Wh calculation example: 48 V x 13 Ah = 624 Wh.

Every individual will have their own riding style and determine their own preference for how much assist to use and when to engage this. The attainable distances will likely be as varied and unique as the riders, even over the same terrain using the same bikes. iGO only supply bikes with batteries that we confidently believe will allow sufficient range to sustain an active riding schedule between charges.

Efficient use of the gears while riding will greatly benefit your riding experience and extend battery range.
IMPORTANT BATTERY SAFETY INFORMATION

- DO NOT connect the positive terminal of the battery to the negative terminal.
- The battery is sealed and therefore is rain resistant, however, DO NOT expose your battery to repeated, continuous or excessive water flow.
- The battery should be recycled properly at the end of its life.
- The performance of the battery will decrease at low temperatures.*
- Under ideal conditions, the battery pack can be recharged approximately 750 times. The performance will slowly decrease over time and eventually will need to be replaced.
- DO NOT expose your battery to high temperatures (>50°C), e.g. limit prolonged storage in direct sunlight or in proximity to a direct heat source.
- If you should encounter problems with your battery: remove the battery from the bike and consult your dealer or iGO Support
- For long term storage refer to the guides provided in the previous chapter ‘MAINTAINING BATTERY PERFORMANCE & STORAGE INFORMATION’
- Use ONLY the supplied charger.

*The ideal operating temperature is approx. 20°C (+/- 15°C) (the guideline is that the capacity will decrease by 1% at every 1°C of temperature drop).
ELECTRONICS ACCESS PORT (EAP)

The Electronics Access Port gives easy access to the controller, wiring harness and sensor array for the bicycle. It is located at the bottom bracket of the bike on the non drive side.

To access the port:

1. Loosen the 6 securing bolts located around the Access Port cover using the correct sized allen key.

2. Using a flat head screwdriver or other flat device, pry the cover off (insuring that you go all the way around the edge of the cover as to no break any clamps or pins holding the cover in place).

3. Once the cover is loose, pull its towards you along the pedal shaft and let it swing down, revealing the controller and wiring harness.

To replace the cover, simply repeat the above steps in reverse, insuring that you apply equal pressure around the cover to make sure it is completely flush before tightening the securing bolts.
CONTROLLER AND WEATHERPROOF CONNECTORS

The controller, the brain of an electric bicycle, is located under our custom designed Electronics Access Port (EAP) at the bottom of the bike. This placement aids bike stability by lowering the center of gravity while allowing for easy access to vital electronic components that are well secured and highly protected. Under the weatherproofed EAP casing, the custom designed North-American controller is finished in a waterproof epoxy. It is connected to the rest of the bike’s electrical system by weatherproofed quick-connection plugs. These plugs make for a secure, dry and truly “plug-and-play” set-up that is simple to repair or replace in the event of a failure.

When joining the weatherproof plugs take care to properly line up the pins in the connection before applying any pressure.
NON ELECTRIC COMPONENTS

THE GROUPSET

A bike’s groupset refers to the mechanical parts that are involved in braking, changing gears, or running the drivetrain. This includes the shifter(s), brake levers, front and rear brake callipers, front and rear derailleurs, crankset, bottom bracket, chain, and cassette.
ABOUT GEARS AND SHIFTING

Understanding when and how to shift gears on any bike will lead to a smoother riding experience and avoid unnecessary damage to components due to excessive strain. On an electric bike efficient use of gears may also help to maximize your battery range.

Shifting gears is done so that you can maintain a constant and comfortable pedalling speed (cadence), no matter how fast you are riding. As you move faster you will want to use the shifters to ‘shift up’ into higher gears to stop your legs spinning too fast. As your riding speed is reduced you will want to ‘shift down’ to lower gears so you do not have to exert excessive pressure on the pedal to keep moving. When coming to a stop it is recommended to ‘shift down’ to a lower gear. This positions the drivechain so you will always be ready to move off again in a lower (easier) gear and gradually ‘shift up’ through the gears as you increase speed allowing you to safely gain momentum, traction and balance.

Ideally, scan the road ahead and anticipate your shifts. This will ensure that you are in the correct gear when you need it, and avoid any problems with shifting under difficult conditions.

Note:
Always pedal forwards while shifting, the chain needs to be moving in order to perform the gear shifts. Try to avoid extreme strain on the chain when shifting, if you are pedalling very hard (uphill or strong accelerations), ease up on the pedals slightly while continuing to pedal.
SHIMANO TRIGGER SHIFTERS

There are 2 levers on the shifter, A and B in the diagram:

RIGHT SIDE SHIFTER

Push lever A with your thumb to ‘shift down’ when pedalling is too difficult. This will move the chain to a larger gear on the rear wheel, and the indicator on the shifter will show a lower number. Pedalling will be easier.

When speed increases and you are pedalling too fast, pull the lever B with your index finger to ‘shift up’. This will move the chain to a smaller gear on the rear wheel, and the indicator will show a higher number. Pedalling will be harder.
SRAM TRIGGER SHIFTERS

There are 2 levers on the shifter, A and B in the diagram:

RIGHT SIDE SHIFTER

Push lever A with your thumb to ‘shift down’ when pedalling is too difficult. This will move the chain to a larger gear on the rear wheel. Pedalling will be easier.

When speed increases and you are pedalling too fast, push the smaller lever B with your thumb to ‘shift up’. This will move the chain to a smaller gear on the rear wheel one at a time. Pedalling will be harder. You are able to push the lever through several up/down shifts at once by pushing the lever even further.
SHIMANO DUAL DROPS

The shifters incorporate 2 moving elements, the main lever and the inner lever:

**DIAGRAM OF LEFT SHIFTER**
(FRONT BRAKE LEVER)

**DIAGRAM OF RIGHT SHIFTER**
(REAR BRAKE LEVER)
RIGHT SIDE SHIFTER

Swing the main brake lever (A) inwards with your hand to ‘shift down’ when pedalling is too difficult. This will move the chain to a larger gear on the rear wheel. Pedalling will be easier. When speed increases and you are pedalling too fast, move only the smaller, inner lever (B) inwards and release to ‘shift up’. This will move the chain to a smaller gear on the rear wheel. Pedalling will be harder. Multiple shifts at once are possible, by swinging the lever further.

LEFT SIDE SHIFTER

Swing the main brake lever (A) inwards with your hand to ‘shift up’ when pedalling becomes easy and you are increasing your speed. This will move the chain onto a larger chainring in front. When pedalling becomes difficult, swing the smaller inner lever (B) inwards and release to ‘shift down’. This will drop the chain onto a smaller chainring and pedalling will become easier.
Disc brakes provide increased stopping power to ensure safe control of electric bicycles.

To properly adjust disc brakes you must first make sure that the disc is properly aligned within the brake calliper. To do this, loosen the top and bottom hex bolts with an Allen key. Then maneuver the brake with your hand so that the disc passes through the brake pads with minimal contact. Once the disc rotates through the brake freely, retighten the hex bolts and make sure that while tightening you maintain the alignment.
HOW TO BED IN NEW DISC BRAKE PADS

Properly bedding in your brakes will increase the lifespan of the pads, reduce noise and increase the braking power. Before your first ride, perform this procedure to properly condition the brake pads and rotors:

1. Accelerate to a medium speed (approx. 20 km/h), then firmly apply the brakes and reduce your speed to a walking pace. Repeat approximately 20 times.

2. Accelerate to a higher speed (approx. 32 km/h), then firmly and quickly apply the brakes, reducing your speed to walking pace. Repeat approximately 10 times.

3. Let the brakes cool before setting off on your first ride.
If squeezing the brake handle does not stop the bike properly, you will have to adjust the brakes.

First try turning the barrel adjuster - located on the brake calliper - counter clockwise to increase the tension of the brake cable. If this still does not provide sufficient stopping power when the brake lever is squeezed proceed to loosen the hex bolt with an Allen key. Once the bolt is loosened, rotate the braking arm so that the brake is squeezing the brake disc and spin the wheel. Move the brake arm back in small amounts until the wheel is spinning smoothly. Pull the brake cable tight and retighten the hex bolt.
ADJUSTING HYDRAULIC DISC BRAKES

The hydraulic brake system on your iGO electric bike is self adjusting, and will not require manual adjustment during normal operation. If you pull the brake lever and the pads don’t stop your bike, you probably have air in your brake line. Unless you have bled brakes before we strongly suggest this be done by a professional bike mechanic.
ADJUSTABILITY AND iGO ERGOFIT

All iGO bikes are adjustable to suite individual riding position preferences.

iGO Bikes equipped with the Ergofit system require no tools to offer the maximum adjustability on a single sized frame. This tooless system facilitates quick and easy adaptability, to accommodate riders of different sizes and to optimize riding posture to best suit the terrain and circumstances.

ADJUSTING THE SEAT HEIGHT

Your seat height should be adjusted properly to ensure you get the most comfortable ride possible. The seat height is properly adjusted when your knee has a slight bend when sitting on the saddle with your foot on the pedal at its lowest position. The seat height can be adjusted by loosening the quick release lever on the seat tube clamp. Make sure to retighten after adjustment.
ADJUSTING THE SADDLE POSITION

You can tilt the saddle to change the seating angle, as well as adjust the fore/aft position to suit your fit. To adjust the saddle, loosen the nut located on the underside of the saddle with an allen key. You will be able to move the saddle around to suit your preferred riding style. When you are done adjusting, make sure to retighten the nut.

Note:
Ensure that the safety marks for max. height (written on the seat post) are not visible when the seat clamp is secured.

When the saddle has been adjusted to your satisfaction be sure the nose is pointing straight forward and is not twisted to either side.
ADJUSTING THE HANDLEBARS (SATORI STEM)

The adjustable stem has an effective quick-release mechanism that will allow you to unlock, adjust and retighten the stem and handlebar position.

To use, find the lock button on the left side of the stem and depress to unlock the main lever. While holding the button unlocked, lift the main lever fully up and rotate towards the front of the bike. While fully opened, you will be able to adjust both the angle of the stem, and rotate the handlebars to achieve the most comfortable position.

When the handlebars are in the desired position, ensure that they are centred left and right in the stem, and close the main lever. Make sure that the lock is engaged by pulling up on the main lever to verify that it does not open.
Push down firmly on the handlebar grips to ensure that the bars are adequately locked in position. If the bars move, then unlock and re-open the main lever to access the preload adjuster. Turn the adjustment bolt \( \frac{1}{4} \) turn at a time, close the stem and re-test for tightness.

Correct adjustment is attained when the lever has some resistance before closing and the handlebars do not move when the lever is closed. If the bars move still when the lever is closed, tighten the adjuster. If the lever is difficult to close fully, loosen the adjuster.
INSTALLING THE HANDLEBARS (4 BOLT STEM)

Using the 5mm allen key take off the 4 front bolts of the stem.

Place handlebar in position on stem and using 5mm allen key tighten bolts as shown.
Make sure to attach all bolts one at a time in order from 1 to 4 as shown but don’t fully tighten until all bolts are installed.
(tighten to 5Nm - 6Nm)
REAR WHEEL REMOVAL AND INSTALLATION

The rear wheel on your iGO electric bike incorporates the motor, so removal and re-installation requires a few special considerations.

First, shifting the bike onto the smallest cog (highest gear) will make removal and installation easier. Next, locate and disconnect the cable that runs from the motor. Follow the wire that exits the rear hub on the right side of the bike, you will see a weatherproof connector partway between the hub and the pedal area. Disconnect this plug, either by unthreading the outer collar and then pulling the 2 halves apart. Remove any cable ties or clips holding the wire to the frame.

At this point, make sure to have the bike supported in a work stand or inverted on the ground, allowing you to safely remove the wheel. Loosen both nuts that hold the wheel onto the frame using an 18mm wrench. These nuts may have a rubber cap installed, remove these first. The wheel will be free to drop out of the frame. Before removing the wheel completely, note the location of the washers on the wheel axle so you can re-install them on the correct side of the frame.

When re-installing the wheel, rotate the axle so that the flat sides insert into the dropouts on the frame. Pay attention to the brake rotor, make sure that it slides in between the brake pads on the brake calliper. The chain should sit on the smallest gear, as it was when the wheel was removed. Tighten the nuts hand-tight, then make sure that the wheel is sitting fully inserted into the frame and the rim/tire is centred in the frame and not rubbing on one side. Tighten the nuts to at 25-30 Nm. Replug the motor wire connector, making sure that the 2 halves are correctly oriented, and that the pins are straight and clean. Re-thread the locking collar, and verify that the connection is fully plugged in. Check the brake and shifter operation before riding.
TIRE PRESSURE

The tire pressure will affect the range and comfort of your bike. iGO recommends that you always keep your tires at the designated pressure to ensure the best ride. The recommended tire pressure is written on the sidewall of the tire.

Tire pressure is measured in P.S.I. (Pounds / Square Inch).

Make sure to use a tire pressure gauge when pumping your tires to ensure the correct tire pressure.
ADJUSTING THE SUSPENSION FORK

Your iGO electric bike is equipped with a suspension fork with a lockout. By turning the lever on the top of the right fork leg clockwise, you are able to ‘lockout’, or stiffen up the fork for more efficient riding. The stiffness of the fork will increase as the lever is turned further clockwise. Turning the lever to the limit will make the fork completely rigid, which is useful for efficient riding on smooth roads. Turn the knob counterclockwise to take full advantage of the suspension to absorb the shocks from rough roads, increase comfort and ensure your front wheel stays in better contact with the road, providing more grip and confidence when turning or braking.
ADJUSTING THE HANDLEBAR POSITION (FOLDING STEM)

You can adjust the height of the handlebar by opening the quick release lever and lifting or lowering the stem to the desired height. Once the height is set close the quick release lever to lock the position.
FOLDING FRAME

FOLDING / UNFOLDING

Follow these simple steps to fold your electric bike.

STEP 1 (pedals)
Push the outside edge of the pedal towards the frame and fold until the folding section is parallel to the frame.

STEP 2 (handlebar and stem)
Release the 'safety catch' mechanism on the stem by rotating clockwise. Open the quick release lever by pulling away from the stem and lowering.
STEP 3
Fold handlebars to the side of the bike frame as shown in the picture. (Pay attention not to force cabling. The cables should fall in front or behind the stem when folded, not forced over the folding mechanism.).

STEP 4 (frame)
Release the 'safety catch' mechanism located close to the bottom bracket by lifting. Pull on the quick release lever to unlock the frame hinge then push the lever back towards the frame to fully clear the latch from the locking mechanism.

STEP 5
Lift the kickstand then rotate the front end of the bike until the front and rear wheels are next to each other. The bike can now be supported by the metal stand situated under the bottom bracket.

To unfold your electric bike repeat the steps in reverse order.
ALWAYS MAKE SURE ALL SAFETY CATCHES ARE FULLY ENGAGED BEFORE RIDING YOUR FOLDING ELECTRIC BIKE

**STEM SAFETY CATCH**

The stem safety catch is fully engaged when turned counterclockwise and the release lever cannot be opened.

**FRAME SAFETY CATCH**

The frame safety catch is fully engaged when pushed down and the release lever cannot be opened.
WHAT IS iGO ASSIST?

iGO's ever expanding knowledge base with guides, tips, and tricks to optimize your experience through every step of your journey. including user manuals, video help, FAQ, live chat and email/phone support - iGO Assist can provide all you need to get you on an electric bike for the first time, will answer any questions you may have during your ride and share expert tips and tricks to make sure you always get the most from your iGO electric bike.

HOW TO ACCESS iGO ASSIST

To access iGO Assist online visit assist.igoelectric.com through your favourite web browser.

If you are utilizing the iGO Connect app simply click the iGO Assist link in the app menu to quickly gain full access directly on your mobile device.
DIAGNOSTICS AND WARNING CODES

If the warning icon appears on the bike’s display unit, look at the bottom of the screen under the odometer for an error number.

Identify the warning from this list and take the appropriate action:

<table>
<thead>
<tr>
<th>Error</th>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>Current protection</td>
<td>Check controller</td>
</tr>
<tr>
<td>22</td>
<td>Throttle Error</td>
<td>Check throttle connector</td>
</tr>
<tr>
<td>23</td>
<td>Three phase power error</td>
<td>Call iGO Support or your local dealer</td>
</tr>
<tr>
<td>24</td>
<td>Hall Error</td>
<td>Call iGO Support or your local dealer</td>
</tr>
<tr>
<td>25</td>
<td>Brake lever sensor</td>
<td>Check brake lever connector L/R.</td>
</tr>
<tr>
<td>30</td>
<td>Communication Error</td>
<td>Ensure brake levers are released when turning on the bike</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check the connector for the display</td>
</tr>
</tbody>
</table>
ADVANCED DIAGNOSTICS

A wealth of in-depth diagnostic information (intended to speed up and simplify support and servicing of your iGO electric bike) can be accessed through the iGO CONNECT app. Should any advanced diagnostic information be required, the iGO support representative or iGO certified mechanic will identify and extract the relevant information for you.

PARTS AND ACCESSORIES

To find replacement parts and accessories for your bike visit www.igoelectric.com/parts

For further information and troubleshooting consult the FAQ's and ‘how to’ videos at assist.igoelectric.com
SERVICING

Servicing your bike is very important. You can avoid unnecessary damage by servicing your bike regularly.

GENERAL MAINTENANCE

- Check tire pressure regularly
- Check brake wear every month and adjust
- Clean and Lubricate the chain occasionally
- If caught in the rain ensure bike and electrical components are wiped dry, remove battery and allow to dry over night
- It is recommended to have your bike evaluated every 3 months by a professional bicycle technician

BEFORE EVERY RIDE

- Make sure battery is charged and locked into position
- Check tire pressure
- Check brakes for proper braking
- Always wear an approved bicycle helmet
CLEANING

Regular cleaning of your electric bike will prolong its life and reduce the appearance of rust and corrosion build up.

REMOVE THE BATTERY BEFORE CLEANING and use brushes and wet sponges to remove dirt. Finish by drying with paper cloths / towel. (Use of a mild soap solution, degreaser, chain lube and a chain cleaning device are recommended for a thorough cleaning.)

When cleaning the electric bike do not submerge parts or let water accumulate by the battery or electrics as prolonged exposure to water may damage these components.

Note:
Do not use a hose or pressure washer to directly spray the bike. This may result in irreparable water damage and will void your warranty.
ATTENTION

- ALWAYS WEAR AN APPROVED BICYCLE HELMET WHEN RIDING AN ELECTRIC BIKE
- ALWAYS OBEY THE BIKING RULES OF THE ROAD AND PRACTICE PROPER BIKING ETIQUETTE
- ALWAYS CHECK LOCAL REGULATIONS REGARDING THE USE OF ELECTRIC BICYCLES
- DO NOT TEXT WHILE RIDING
REGISTER YOUR BIKE

In order to service your iGO electric bike, you must first register at register.igoelectric.com to activate your warranty.

Create your Customer Account by entering your information, and clicking "CREATE" at the bottom of the page.
Once in your account, locate and click on the button "Add New Registration". (This will open the Product Registration Form.)
Complete the form and click "Register" at the bottom of the page.

Once your registration is submitted, you will be able to track your warranty by returning to our website igoelectric.com and clicking on the account button at the top-right side of the page.
iGO Electric warrants to the original retail purchaser ("You"), that the iGO product for which this warranty has been issued is free from defects in material and workmanship for the time detailed below, from the date of original retail purchase. This warranty is not transferable to a subsequent purchaser. iGO’s sole obligation under this warranty is to repair or replace the product, at iGO’s option.

- 24 months on the, Motor drive, Controller, Display, Frame (All electronics excluding the battery)
- 18 Months on the battery
- First 60 days iGO will provide the part(s), Labor, & shipping of the parts needed
- After 60 days parts are provided but labor & shipping of part(s) is not included
- If the product was purchased online, then iGO will arrange the repairs through a local bike shop within 15 miles or 24 kilometers of the customers delivery address, and pay the labor & shipping of parts directly to them
- If the product was purchased at an authorized dealer, then the customer will have repairs done by the same dealer and warranty will be provided by that dealer as per the warranty conditions
- It is the obligation of the customer to present the product to the service provider as shipping of the product for warranty purposes is not included
- A photo of a broken part must be emailed to support@igoelectric.com for authorization
- All warranties begin from the date of purchase and are not transferable
- Certain warranty conditions may apply, contact your dealer if you have any questions
WARRANTY LIMITATIONS

The duration of any implied warranty or condition, of merchantability, fitness for a particular purpose, or otherwise, on this product shall be limited to the duration of the express warranty set forth above. In no event shall iGO be liable for any loss, inconvenience or damage, whether direct, incidental, consequential or otherwise, resulting from a breach of any express or implied warranty or condition, of merchantability, fitness for a particular purpose, or otherwise with respect to this product, except as set forth herein. This warranty gives you specific legal rights, and you may also have other rights, which may vary, from location to location.

This warranty will be interpreted pursuant to the laws of Canada. The original English version/meaning of this warranty controls over all translations and iGO is not responsible for any errors in translation of this warranty or any product instructions. This warranty is not intended to confer any additional legal, jurisdictional, or warranty rights to you other that those set forth herein or required by law. If any portion of this warranty is held to be invalid or unenforceable for any reason, such finding will not invalidate any other provision.
Article 1: Guarantee
1.1 iGO Electric guarantees that the iGO product you have purchased is free from material and/or workmanship faults.
1.2 If, during the warranty period the product proves to be defective due to faulty materials or workmanship, iGO or an iGO Dealer may charge for labor or parts at its own discretion.
The defective products or parts will be replaced using new or refurbished products or parts.
1.3 This warranty applies within the warranty period, and upon presentation of the original invoice or sales receipt (indicating date of purchase, model name, and dealer) together with the defective product. iGO or iGO Dealers may refuse free warranty service if these documents are submitted incomplete or illegible. This warranty is void if the model name or serial number has been altered, deleted, removed, or made illegible. Battery warranty is void if battery case has been opened.
1.4 The guarantee may be invoked by the first owner of the iGO product only.
1.5 This warranty does not cover transportation costs or risks associated with the transport of your product to and from iGO or your iGO Dealer.
1.6 The warranty is void in accordance with Articles 3.1 and 3.2.
Certain restrictions apply in regard to batteries and some electronic parts. Such restrictions are reflected in Article 6.1 and 6.2.

Article 2: Warranty
2.1 You can only make a warranty claim if you have filled out the warranty card or registered your product at register.igoelectric.com and retained the original proof of purchase. The warranty card is located on the last page of this manual. The warranty period begins on the date of purchase.
2.2 iGO bike frames are guaranteed by design and/or material defects for 24 months.
2.3 All electronic parts, such as electronic controller, control panel, motor, throttle, and pedal assist sensor, are subject to a 24-month warranty if properly maintained.
2.4 The battery is subject to an 18-month warranty if properly maintained.
2.5 On parts that are subject to wear and tear, such as tires, chain, chainring, freewheels, sprockets, cables, and brake pads, there is no warranty on these items, unless there are construction and/or material defects.

Article 3: Warranty Exclusions
3.1 If the following cases occur, then the warranty is void.
a. Incorrect and/or improper use of the iGO product.
b. The iGO product is not maintained in accordance with the guidelines mentioned in the user manual.
c. Technical repairs have not been performed properly.
d. Third party components do not match the technical specifications of the bike or were improperly installed.
e. If proof of ownership, proof that the bike has been checked and adjusted properly prior to the customers receipt of the product, is not present or signed by the seller.
3.2 iGO Electric is free of any liabilities in regard to (parts of) the bike being damaged as a result of:
a. Improper adjustment of the handlebar, stem, saddle, seat post, gears, brakes, quick release axles of the wheels, and spoke tension.
b. Not replacing worn out parts such as, brake/derailleur cables, brake pads, tires, chains and sprockets.
c. Incorrect or insufficient lubrication of moving parts.
d. Climatic influences such as rust.

Article 4: Warranty Parts
4.1 During the warranty period, all parts of which iGO has determined of material and/or construction defect, shall be replaced free of charge to the owner. Any costs of (dis)assembly are the responsibility of the owner.
4.2 The owner is responsible for any cost of transport for the iGO Product and/or parts to and from iGO unless the product or part is still eligible for warranty.
4.3 If a particular component is eligible for warranty and the original is no longer available, iGO will provide an equivalent alternative.

Article 5: Transport of Warranty Products
5.1 If it is determined by iGO that a bike/part is to be returned to iGO, it must be done in it’s original packaging. If the original packaging is not available, an equivalent package must be used to ensure the product is well protected from any damages it may incur during transport.
All original contents such as: keys, charger, battery must be included in the package.

5.2 iGO is not responsible for any damages or loss occurring during shipment of the product, such claims must be presented directly to the shipper by the owner.

5.3 If it is necessary to return the bike for repairs or exchange, a return authorization number is needed. Do not return a bike for any reason without a return authorization number. Any bikes that are returned without this authorization number will be refused. To obtain an RA # email support@igoelectric.com or call us at 1-866-996-6686 and ask for an iGO support team member.

5.4 Damages in transit
It is up to the customer to report any damages to the box or the iGO product within 24 hours of receipt. If you have received your bike and the box is damaged, you must write “received damaged “on the shipping company’s waybill as they are responsible for any damages due to improper handling of your iGO product. You must then notify iGO electric in writing at support@igoelectric.com, or by toll free number at 888-996-6686 extension “233” within 24 hours of receipt to report the issues, after which iGO is not responsible for any damages.

Article 6: Additional Warranty

6.1 Warranty on electronic parts:
- Electric motor : 24 months, Charger : 24 months, Controller : 24 months,
- Display unit : 24 months.

6.2 Additional provisions for the battery/battery pack:
- iGO ebike batteries are warrantied for a period of 18 months.
- Normal wear/decrease in battery capacity is not covered under warranty. The battery will naturally lose capacity over time. Batteries that are left unused/discharged for extended period of time and have become irreparably damaged, are not covered under warranty. All battery warranties are to the discretion of iGO Electric and are final.
- Battery warranty conditions,
  - If there is a problem with the battery, a photo of the serial number must be emailed to support@igoelectric.com. Upon approval of the warranty, a replacement will be provided to the customer at no charge. Shipping of the battery is not included. Replacement batteries will be covered by a warranty period equal to 18 months from the original date of purchase.

Article 7: Warranty Claims

7.1 Claims under this warranty will only be processed after the iGO Dealer from whom the product was purchased, has inspected the defective bike/part. Proof of purchase and ownership must be present at the time of inspection.

Article 8: Warranty Area

8.1 The warranty area is limited to the United States and Canada.

Article 9: Legal Requirements

9.1 Although iGO Electric accepts a warranty claim, it does not automatically mean that iGO Electric accepts any liability of any damage suffered. The Liability of iGO Electric never extends further than is described in this warranty. Any liability of iGO Electric for consequential damage, is excluded.
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