

SNAPCYCLE

ELECTRIC BICYCLE

Snapcycle Eagle

User's Manual

ENGLISH MANUAL

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1. Preface

1.1 Welcome

Congratulations on your purchase of a Snapcycle® E-Bike and welcome to the Snapcycle community.

Snapcycle is committed to providing electric bicycles with state-of-the-art design, and world-class quality. Our corporate goal is to offer everyone a happy and enjoyable ride, which will form some of your memorable moments in your life. Either riding along the beach with loved ones, or riding in a national park with grand-children will all become a source of happiness when you recall such moments down the road in life. It is this commitment to our customers that inspires us to constantly improve the quality of our products and services, and to continuously innovate in order to serve our customers better.

1.2 About this manual

This manual contains important safety, performance, service and maintenance information. Please read all information in this manual before you start riding your new e-bike. Please pay full attention to the safety instructions in this manual and do not overlook them. This manual would give you a thorough understanding of the general functionalities and features of the e-bike and how it should be operated and maintained.

1.3 Symbols used in the manual



WARNING: Warns about a situation that can cause death, serious physical injury and/or material damage if one does not follow the safety instructions.

1.4 Service & technical support

If you have questions after reading this manual, please contact the Snapcycle Help Center.

We are always here to support you.

Snapcycle Help Center: support.snapcycle.com

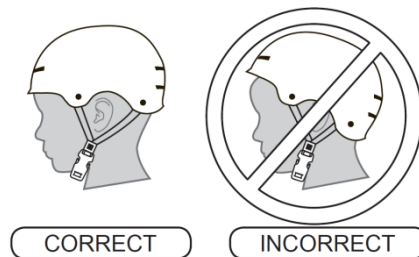
Email: support@snapcycle.com

Happy Riding SNAPCYCLE® .

2. Safety

2.1 Safe Use of the E-bike

- 1) You need to check the traffic rules and regulations in your area, including but not limited to regulations about bicycle lighting, licensing of e-bikes, riding on sidewalks, laws regulating bike path and trail use, helmet laws, child carrier laws, special e-bike traffic laws. It is your responsibility to know and obey the laws.
- 2) Always wear a helmet when riding your e-bike. Ensure that the helmet fits your head and is securely tightened down. If you attach a seat for children to the e-bike, they must also be wearing a properly fitted helmet at all times.



Always read the user manual of the helmet to make sure it is fitted and attached properly to the wearer's head according to the fitting instructions described in the user manual.



Warning: Failure to wear a helmet when riding may result in serious injury or death.

- 3) Before using the e-bike on the road, ride the e-bike in a secure area to get familiarised with riding the e-bike with electric pedalling assistance and its functionalities.
 - Conduct mechanical and electrical checks following the pre-riding checklist in Section 4 of this manual to ensure the e-bike is safe to use.
 - This bicycle is made to be ridden by one rider at a time for general transportation and recreational use. It is not made to withstand the abuse of stunting and jumping.
 - Wet weather impairs traction, braking and visibility. The risk of an accident is dramatically increased in wet conditions. Ride slowly with caution, especially when turning.
 - Riding a bicycle at night is much more dangerous than riding during the day. It is recommended to not ride at night if possible. If you indeed to ride at night, you need to install a tail light on the e-bike and ensure it has sufficient battery power. Ride at slow speed. Do turn on the head light, and tail light when riding at night. It is recommended for the riders to use additional night lighting system such as flashing light on helmet, adding additional reflectors on the e-bikes on all facets.



Warning: Keep both hands on the grips on the handlebar and the brake levers within reach while riding. Failing to do so can cause you to lose control over the e-bike, and may cause serious injury or death.



Warning: Never exceed the maximum permissible load of the e-bike. Failing to do so may result in structural failure, and cause serious injury or death.



Warning: When pushing the e-bike on pedestrian pathways, the rider needs to turn off the power to avoid any accidental activation of the electric motor, which may result in injury to you or other pedestrians.

2.2 Battery and Charger Safety

- Keep the battery & charger away from water, open window, and open fire.
- Do not use the battery & charger for other purposes other than powering the e-bike.
- Only use the original charger to charge the Snapcycle e-bike battery.
- Do not connect terminals.
- Do not open the battery casing.
- Do not attempt to repair the battery unless you are a specially trained and licensed technician.
- Keep the battery away from children and pets.
- Avoid shock and impact to the battery & charger (e.g. by dropping, smashing).
- Stop the charging procedure immediately if you notice a strange smell or smoke.
- In the unlikely case that the battery is on fire, do NOT try to extinguish with water. Use sand or Carbon dioxide extinguisher instead and call emergency hotline immediately.



Warning: Water may cause the short circuit to the battery, may result in fire and other consequences. Avoid water when using or handling batteries

2.3 Changing Components or Adding Accessories

- Changing the components on your e-bike with non-genuine replacement parts may compromise the safety of your e-bike and may void the warranty. Check with Snapcycle customer service before changing the components on your bike
- Please take note that the use of a third-party trailer may cause extra load stress on your e-bike, which may affect the safe use of your e-bike. Do not modify any original parts of the e-bike to accommodate a third-party trailer. Do not exceed the total permissible load weight of the e-bike as stated elsewhere in this user manual.
- Please note that the use of a child seat can cause extra load stress on your e-bike, which may affect the safe use of your e-bike. Do not modify any original parts of the e-bike to accommodate a third-party child seat. Do not exceed the total permissible load weight of the e-bike as stated elsewhere in this user manual. If a child seat is used, there is a risk of trapping the child's fingers or feet into the wheel. Please take appropriate steps to prevent the trapping of the child's fingers or feet. Always follow the child seat manufacturer's instructions for installation, usage and safety.

3. Unboxing & Assembly

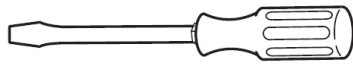
Tools Needed



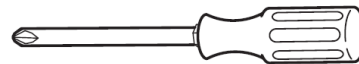
Small Adjustable Wrench
(Jaws must open at least 9/16 inch.)



Open-End Wrenches



Flat-blade Screwdriver



Phillips Screwdriver



Slip-Joint Pliers

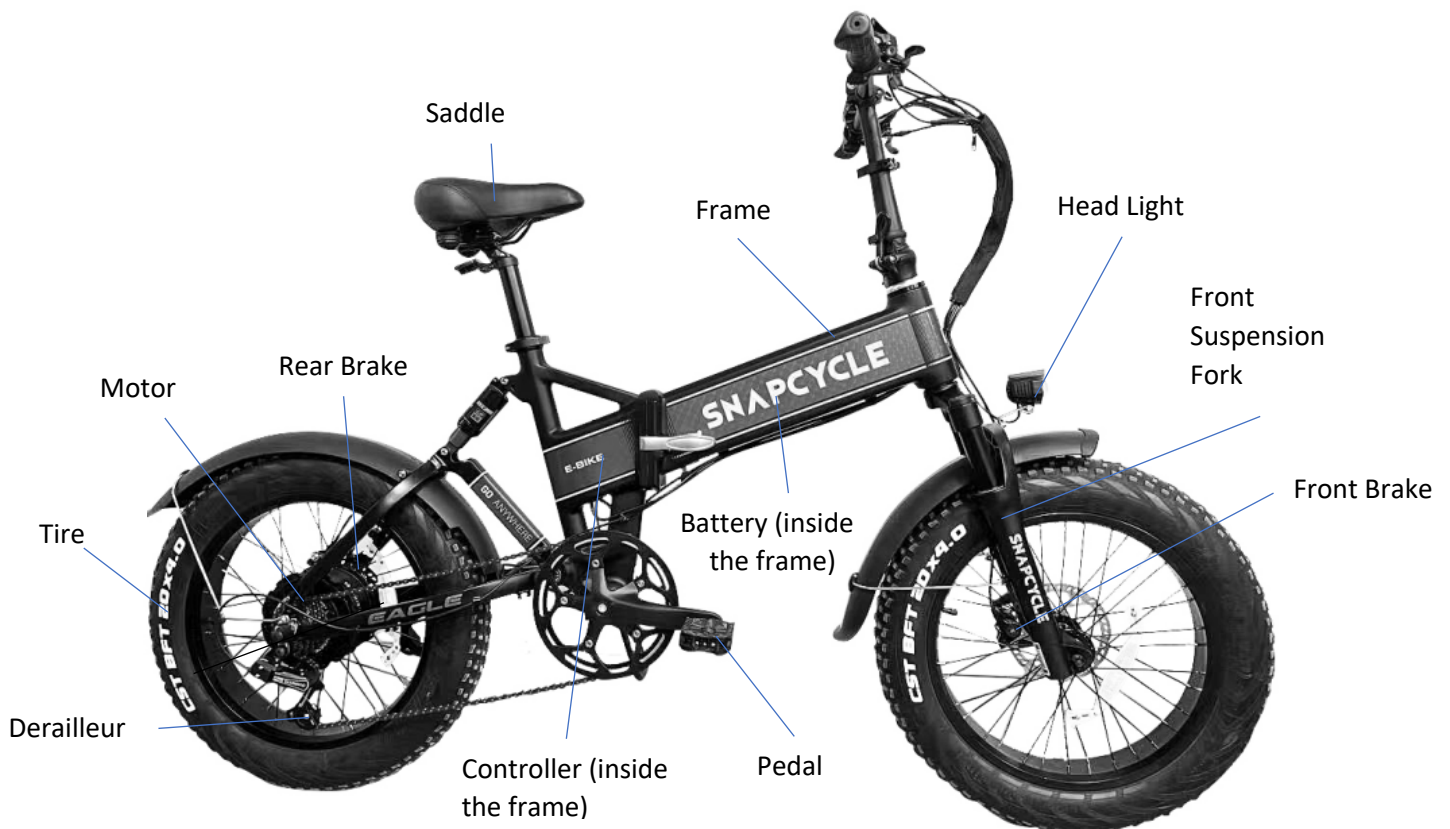


Metric Allen Wrenches

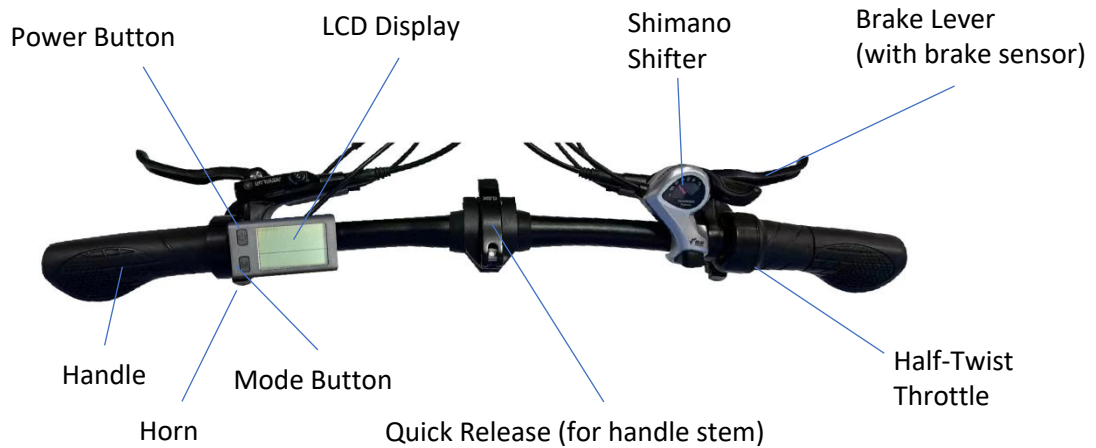
You need to follow the unboxing and assembly instruction video that was sent to you via email upon your purchase of the bike. You can also find the video on our product page, under the 'Manual and Assembly Videos' section

If you are unable to find the assembly video, please check your spam/junk folders. You may also write in to us at support@snapcycle.com, or phone us at (415) 888-9135.

3.1 Overview



3.2 Cockpit



4. Operations

4.1 Product Specifications

Battery	48V 15AH Samsung Lithium Battery	Charger	US Standard 3.0A smart charger, UL Certified
Range	20 ~ 45 Miles	Controller	48V / 22A
Electric Bike Class	Class 2 (by default) (Configurable to Class 3)	Display	Adjustable-Angle, Backlit, Grayscale, LCD
Hub Motor	750W brushless geared motor	Frame	Aluminium 6061
Charging Time	4 ~ 5 Hours	Pedal Assist Intelligent	0~5 level pedal assist (Configurable to 9-level)
Total Payload Capacity	330 lbs	Top Speed	20 mph by default (Configurable to 28 mph)
Recommended Rider's Height	5' 6" ~ 6'7"	Net Weight	67.9 lbs

4.2 Mechanical Checklist

Before each ride and after every 30 miles of riding, we recommend the following safety checks tabulated in the below tables.

Fasteners	Check that all fasteners and components are securely tightened
Brakes	Check and Test to ensure front and rear brakes work properly Check and ensure the brake pads are not over-worn and are correctly positioned. Ensure brake cables are lubricated, properly adjusted, and has no obvious sign of wear. Ensure brake levers are lubricated and tightly secured to the handlebar. Test that when applying brake, motor cuts off
Wheels and Tires	Ensure tires are inflated within the recommended limits posted on the tire sidewalls and do not leak air. Ensure tires have good tread, have no bulges or excessive wear, and are free from any other visible damage. Ensure rims rotate smoothly without any abnormal noise and have no obvious wobbles, dents, or kinks. Ensure all wheel spokes are tight and not broken. Ensure axle nuts are tighten properly and front wheel quick release is correctly tensioned, fully closed, and secured.
Seat	Ensure the seat mounting bolts are tightened to the recommend torque value. Ensure the seat quick release lever is properly tightened and secured and check that the seat cannot move.
Steering	Perform a handlebar twist test to ensure the handlebar stem is secure. Ensure the handlebar is set correctly in relation to the fork and the direction of travel.
Chain	Ensure the chain is adequately lubricated, clean, and has no visible damage.
Bearings	Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. heck headset, wheel bearings, pedal bearings, and bottom bracket bearings.
Cranks and Pedals	Ensure pedals are securely tightened to the cranks. Ensure the cranks are securely tightened and are not bent
Derailleurs	Check that the derailleur(s) are adjusted and working properly. Ensure shift cables and brake levers are properly lubricated and securely attached to the handlebar.
Motor Drive Assembly and Throttle	Ensure hub motor is spinning smoothly and motor bearings are in good working order. Ensure all power cables running to hub motor are secured and undamaged. Make sure the hub motor axle bolts are secured and all torque arms and torque washers are in place.
Battery Pack	Ensure battery is charged before use. Ensure there is no damage to battery. Lock battery to frame and ensure that it is secured. Charge and store bike and battery in a dry location, between 50 °F – 77 °F.

4.3 First Ride

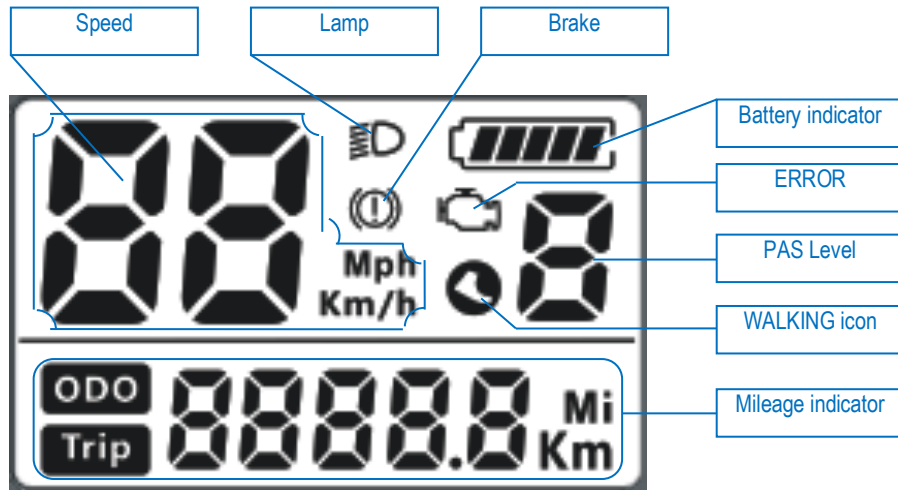
For your first ride,




1. You need to fully charge your battery before use. Charge it until the LED on your charger turns green.
2. Ensure the battery key is in LOCKED position
3. Press and hold the power button on the display control pad located on the left handlebar until the display turns on
4. Select your preferred level of pedal-assist using the +(UP) and -(DOWN) button on the display control pad, with Level 1 being the lowest, and Level 5 being the highest. Level 0 provides no assistance to the rider.
5. You will find a half-twist throttle on the right handlebar next to the right handlebar grip. Twist the throttle backwards slowly depending on the speed and acceleration you wish to have. The further you twist the throttle from its original position, the more power you will have from the motor propelling the ebike forward. Your throttle control will be disabled if your PAS level is at 0. You need to increase the PAS level to 1 or above in order to activate your throttle control.
6. To turn on the headlight and taillight, press and hold the UP button to turn them on. To turn them off, press and hold the UP button again.
When you close any of the brake levers, the rear brake light will be lit.
7. When the ebike comes to a complete stop, turn off the power by long pressing the power button on the display control pad until the LCD display turns off. This is to ensure that the motor will not be accidentally activated.

CAUTION: when you are not riding the bike, but with the power on, be careful not to accidentally twist the throttle, which may throw you off balance and cause serious harm, injury or death.

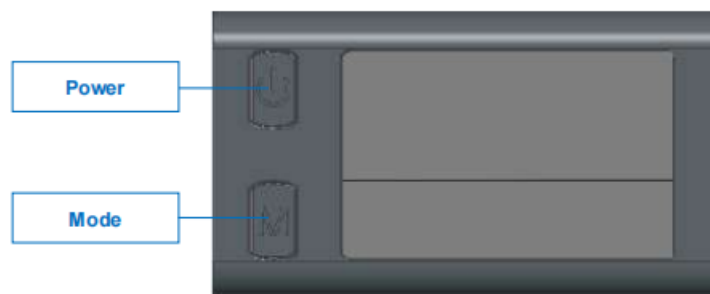
4.4 Bike Display and Controls

4.4.1 Functional Description of the Display for Eagle



- **Speed Display:** It shows the speed value in KM/H or MPH
- **Battery Indicator:** It shows the power level of the battery. The corresponding voltage for each level can be adjusted by the user.
- **Lamp Indicator:** When the headlight is on, this symbol  will show up.
- **PAS Level:** It shows the current pedal-assist level (0 ~ 5), with 0 being no pedal-assist, 5 being the highest pedal-assist
- **Error Indicator:** When the system detects a fault, this symbol  will show up.
- **Brake Indicator:** When the rider applies any of the brakes, this symbol  will show up.
- **Mileage:** It shows the mileage value (Trip, Odo, or Running Time)

4.4.2 Display Control Pad

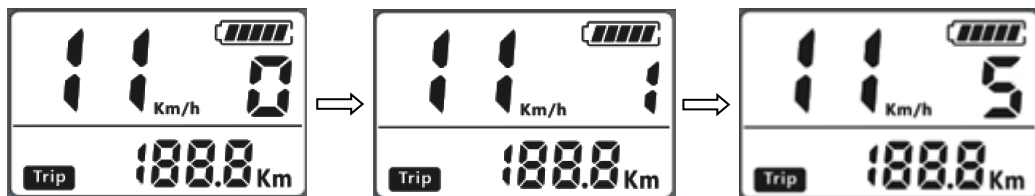


Power On/Off


Press and hold **Power** button for 1 second can turn on/off the display. The Display can automatically shut down when there is no operate & ride for X minutes (X could be 0~10) .

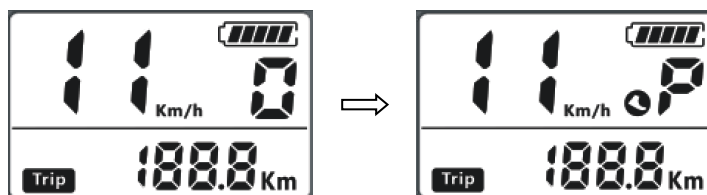
Pedal-Assist Levels

Short press **Power** or **Mode** button can change the assist level. Top assist level is 5, 0 for neutral.



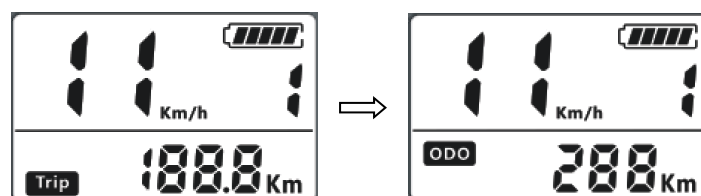
Walk Mode

Short press **Mode** button In this interface, press and hold **Mode** button for 2 second can get into walking mode, the icon  flashes; out of the mode when release **Mode** button. Out of this interface when short press **Power** button.



Mileage mode

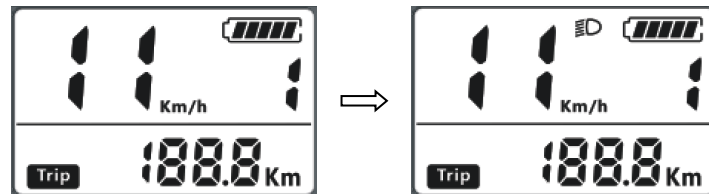
Double press **Mode** button (press interval less than 0.3 second) can change Trip/ODO.



Headlight/backlight On/Off

Double press **Power** button (press interval less than 0.3 second) can turn on/off the headlight.

*The motor does not work when the battery voltage is low, Display still can keep the headlight on for a while when E-bike is in riding.



4.4.3 Parameter Setting on the Display

You can refer to the guide in this section to adjust the parameter settings on the LCD display to better suit your personal need or preference.

CAUTION: Please check your local rules and regulations before you make any adjustment to the parameter settings of your ebike (e.g. speed limit). Make sure you operate the ebike in accordance with local rules and regulations in your area.

Getting started:

Press and hold **Power** & **Mode** buttons together for 1 second can get into setting menus.

Press **Mode** button to change the parameter setting.

Press **Power** button can switch to next item.

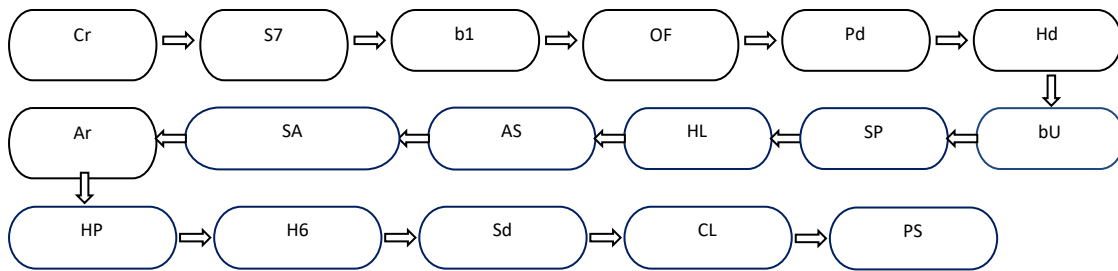
Press and hold **Power** & **Mode** buttons together for 1 second will exit from menu.

Note: Display will automatically quit menu when there is no operation for 10 seconds.

* For safety reasons, display can't get into MENU when riding.

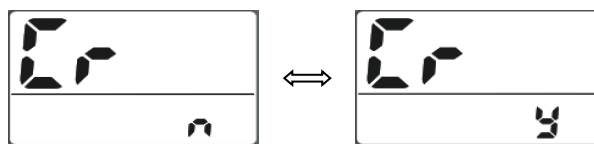
* Display will quit MENU when start riding

The parameters will be displayed in the following order:

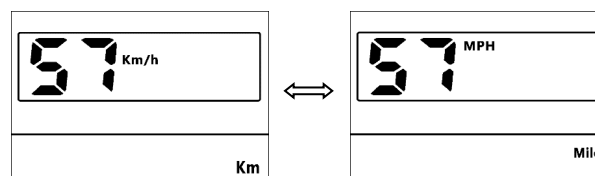


We will proceed to take you through each parameter in the pages that follow.

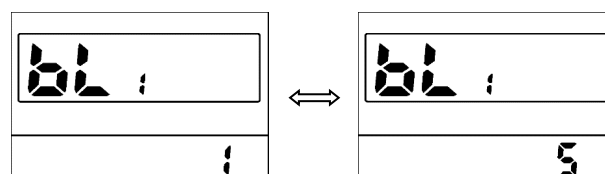
Clear (Cr): Press **Mode** button to change **y** can reset trip data.



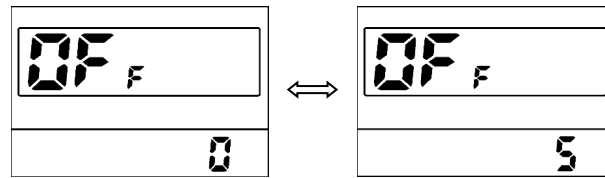
System Unit (S7): Press **Mode** button to switch between Metric / Imperial.



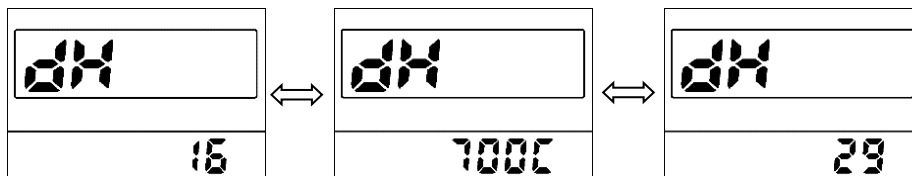
Brightness (b1): Press **Mode** button to change the brightness of the backlight, **1** is darkness **5** is brightness.



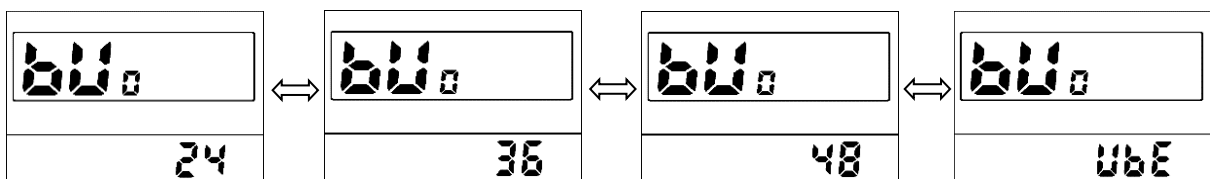
Auto Off (OF): Press **Mode** button to change the auto power off time, from 0~10, the number represents time (minutes) to shutdown, 0 means disable auto off function, default value is 10 minutes.



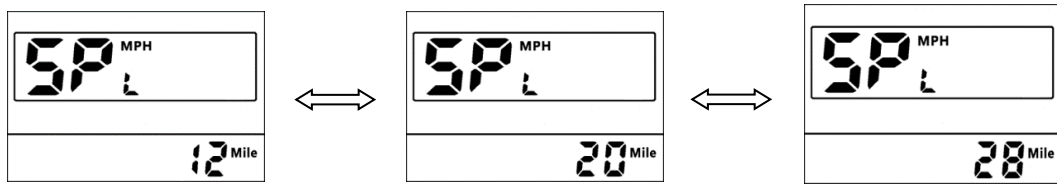
Wheel Size (dH): Press the **Power/Mode** buttons to change the wheel size setting. Options available in the system for Wheel Diameter are 16/18/20/22/24/26/27/28/700C/29 inches (Factory Default: 29). We do not recommend modifying this setting if you are using the original Snapcycle wheels.



Battery Voltage (bUO): Press the **Power/Mode** buttons to change the battery voltage setting. Options available for the battery voltage are 24V/36V/48V/UBE, where UBE means 'user defined value' (Factory Default: 48).



Speed Limit (SPL): Press the **Power/Mode** buttons to the change the speed limit for the pedal-assist mode (Factory Default: 20). The adjustable range is from 12 MPH to 28 MPH. If you wish to configure your e-bike to Class 3 standard, you may change this speed limit setting to 28 MPH.



CAUTION: If you change the Speed Limit (SPL), you may render your ebike non-compliant with local regulations. Please check your local rules and regulations first before you adjust the speed limit. Make sure you operate your ebike in accordance with local rules and regulations in your area.

4.5 Battery and Charging

4.5.1 Charging

To charge the battery,

- You need to charge it at room temperature , preferably around 68 °F. Charging below 32 °F or above 104 °F may significantly shorten the lifespan of the battery
- Do not charge it immediately after use. It is recommended to leave it there for half an hour after riding the bike, before charging the battery.
- Plug in the charging cord into the charging port located at the right hand side of the main frame (Refer to Section 3.1 to locate the charging port)
- Connect the charger to the main power outlets, and switch on the power.
- When the LED on the charger is red, it shows charging is in progress. When the charger LED turns green, it shows the battery is fully charged.
- You can also remove the battery from the bike, and charge it separately , following the instructions shown in the Section 4.5.2 below.

4.5.2 Removing the battery

To take the battery off from the bike, you can follow the steps shown in the schematic below.

Step 1: Turn off motor by turning key from “ignition” position to “loose” position. To do this, push the key in to turn it all the way to the unlocked “loose” position.

Step 2: Remove the key from the battery/frame

Step 3: Open the frame. Slide the battery out of the frame (using the small finger hook)

Step 4: Close the bike' s frame again



5. Transportation & Storage

5.1 Transportation

CAUTION: Batteries are not designed to be on the bike during transportation by car. Batteries must be taken off the bike(s) and transported inside the car.

5.2 Storage

Store the bike in a location where it is protected from snow, rain, sun etc. Snow and rain can cause the bike to corrode. The ultraviolet light from the sun can fade the paint or crack any rubber or plastic on the bike.


If the ebike is not used for a long period of time (one month or more), the battery should be stored:

- At 50%- 60% of its capacity (you should have 4 bars left on the battery indicator)
- Separate from the bike
- At temperatures between 32°F – 105 °F, preferably between 50 °F – 77 °F.

NOTE: Check the battery every month by looking at its battery level shown on the battery LED indicator. Charge the battery if necessary.

CAUTION: Charge the battery every 3 months. Negligence to do so may void the warranty of the battery.

6. Error Code and Troubleshooting

Snapcycle LCD display will show a warning message with this  icon on the screen, and also show error codes on the screen, listed in the table below.

Error Code	Error description
21H	Current Abnormality in Controller
22H	Throttle Connection Error
24H	Motor Hall Sensor Error
30H	Communication Error

6.1 Error Code 21H

Definition: This error code means there is too much current being drawn from the controller. When such abnormality happens, our LCD may stop working and show this error message on the screen.

Possible Causes:

- Using a third-party motor with a power rating higher than what is compatible with our controller
- When the electrical system is modified by connecting additional lamps, or other electric components to the controller, resulting in higher current leaving the controller.
- Snapcycle controllers for Eagle model is rated 48V /22A for its continuous current, 48V / 25A for the maximum current. When the transient current exceeds the maximum current, or the continuous current exceeds the rated current of 22A, this error message will show up and it basically means that the transient current is over 25A or the continuous current is over 22A.

What should I do:

Re-instate your Snapcycle ebike by replacing third-party components with original parts that are compatible with its original design, and removing all additional electrical add-ons that are drawing current from the controller.

If it still does not solve your problem, contact Snapcycle customer support team via email at support@snapcycle.com. Most likely, you would need to get your controller replaced.

6.2 Error Code 22H

Definition: This error message means the controller is not detecting any voltage signal from the throttle, after the battery is turned on and LCD is powered up. The throttle adjustment range of the controller for Snapcycle Eagle model is 1.2v – 4.4v.

Possible Causes

- Throttle cable connectors are not properly connected, or one of the connectors has visible damage.
- The metallic components inside the throttle have become dislodged or damaged.
- A damaged or pinched wire could be the culprit as well.

What should I do:

Trace the cable from the throttle and find the throttle connector. Unplug it, turn off the power of the ebike. Plug back this connector properly, and then power on the ebike to see if this error still shows up.

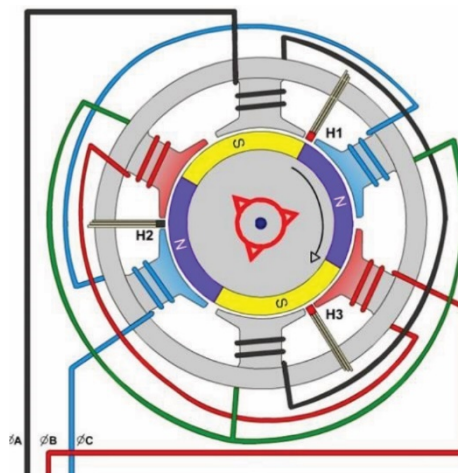
Trace the throttle cable and check if there is any visible damage to the entire cable.

Lastly, you can contact Snapcycle Customer Support team via email at support@snapcycle.com.

Most likely, you would need to get your throttle replaced.

6.3 Error Code 24H

Definition: All Snapcycle motors are 3-phase brushless geared DC motor, as shown in the schematic below. If any of the three phase wirings (ϕA , ϕB , ϕC) from the rear hub motor to the controller is damaged, broken or disconnected, or any of the hall sensors inside the motor is faulty, you will have this error message shown on the LCD screen.



Possible Causes

- Wiring from the motor to the controller is damaged or cut.
- The motor connector is not properly connected.
- The motor is faulty.

What should I do:

Inspect the wiring coming out of the left side of the motor hub, trace this cable all the way to the controller. Check if there is any visible damage.

Check the motor connector if it is properly connected. Unplug it, turn off the power of the ebike. Plug back this connector properly, and then power on the ebike to see if this error still shows up.

If the error persists, you can contact Snapcycle Customer Support team via email at support@snapcycle.com .

6.4 Error Code 30H

Definition: This error means loss of communication between the controller and the LCD screen.

Possible Causes

- Loose connection between the controller and LCD.
- Faulty LCD
- Faulty controller.

What should I do :

Check if the connectors between the LCD and the controller are properly connected. Unplug the connectors, and plug them back, then turn on the LCD screen to see if the error persists.

Check if the cable between the LCD and the controller has visible damage

If the problem persists, you can contact Snapcycle Customer Support team via email at support@snapcycle.com for technical support.

7. Maintenance

7.1 Inspection and Safety Check

Before every ride and after every 50 miles of ride, the e-bike should be checked regularly following the checklist as described in Section 4.2. Regular inspections and tuning are crucial to ensure that your ebike remains safe and fully functional.

7.2 Cleaning

Use a soft cloth with a neutral solution to wipe the dirt off the bike surface. After that, wipe it dry with a clean soft cloth.

CAUTION:

Do not use high-pressure water jets for cleaning. It can cause water ingress into electric components, which may damage them.

Do not wash the E-bike components with excessive water. If water penetrates into the internal electrical parts, it may cause low insulation, and lead to power draining out fast, or battery damage.

Riding on the beach or in coastal areas will expose your bicycle to salt which is very corrosive to metals. Wash your bicycle frequently and wipe or spray all unpainted parts with anti-rust treatment. Damage from corrosion is not covered under warranty so special care should be given to extend the life of your bike especially when used in coastal areas.

7.3 Lubrication

To properly maintain your bike, it is highly recommended to lubricate the rotating components regularly.

NOTICE: Do not over lubricate. If oil gets on the wheel rims or the brake shoes, it will reduce brake performance and a longer distance to stop the bicycle will be necessary. Injury to the rider or to others can occur.

What	When	How
Pedals	every six months	Put two/three drops of oil where the axles go into the pedals
Chain	every six months	Put one drop of oil on each roller of the chain. Wipe off all excess oil with a clean soft cloth.
Shift levers	Never	Do not lubricate the shift levers

Derailleurs	every six months	Put one drop of oil on each pivot point of the derailleur. Wipe off all excess oil with a clean soft cloth.
Brake and Brake Cables	every six months	Apply two / three drops of oil into both ends of the cable. Allow the oil to penetrate into the cable.
Brake levers	every six months	Put one drop of oil on each pivot point. Wipe off all excess oil with a clean soft cloth.

8. Product Warranty

We at Snapcycle proudly stand behind the quality and reliability of our products while promising you some of the best customer service experiences in the industry.

WARRANTY PERIOD

Snapcycle Inc. (“Snapcycle”) warrants all new Snapcycle electric bicycles and its Covered Components to be free from defects in material and workmanship for one (1) year from the date of delivery, subject to the terms and conditions specified herein. This limited warranty only applies to the original buyer who must be able to provide electronic proof of purchase by means of order number, email address and name used at the point of original purchase, and is not transferable to subsequent owners. During its warranty period, any defective parts will be repaired or replaced free of charge for the customers. However, please note that the warranty period for a repaired or replaced part remains unchanged based on the original delivery date of the ebike.

COVERED COMPONENTS

The components covered under this limited warranty includes frame, forks, stem, handlebar, seat post, saddle, brakes, lights, bottom bracket, crankset, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, controller, LCD display, battery, and electrical sensors.

BATTERY WARRANTY

Snapcycle batteries are covered by one (1) year pro-rated warranty. If a battery is found defective or its capacity falls below 60% of its rated value within the warranty period, it will be repaired free of charge for the customers. However, the shipping cost for return is to be borne by the customer. The warranty period for a repaired or replaced battery remains unchanged based on the original delivery date of the ebike. However, please take note to follow the instructions listed below to prevent your battery warranty from being void.

- Do not charge it below 32 Fahrenheit, or above 105 Fahrenheit
- Do not charge it immediately after riding your ebike. Let it cool down to ambient temperature before charging it
- Protect your battery from water ingress
- Charge it at least once a month

WARRANTY EXCLUSIONS

- Consumables or normal wear and tear parts (including but not limited to tires, brake pads, cables and housing, grips, chain and spokes) are not covered under warranty

- Any damage or defects to Covered Components resulting from the following causes are not covered by warranty: failure to follow instructions in the user's manual, force majeure, accident, misuse, neglect, abuse, alterations and modification without written consent from Snapcycle, assembly and repair works by any unauthorized third party, installation of parts or accessories not originally intended or compatible with the ebike as sold, operator error, water damage, extreme riding, or improper follow-up maintenance.
- Any damages resulting from improper use, such as by overloading the ebike above its rated load capacity, or by raising the seatpost above its minimum insertion mark.
- Products that are used for competition or commercial activities, including without limitation rental / lease, are not covered by this limited warranty, unless otherwise agreed by Snapcycle.
- Any gifts or accessories that come along with the ebike free of charge are not covered by this limited warranty.
- This limited warranty is not applicable to the sale of spare parts and accessories.
- Any damage resulting from the use of a third-party battery charger not originally supplied by Snapcycle is not covered by warranty.
- Snapcycle will not cover any damage that may occur during shipping if the purchaser uses their own shipping option

SHIPPING DAMAGE CLAIMS

We are confident in our product quality. However, there is a rare chance that your product(s) may get damaged during shipping. You are well advised to inspect your product(s) immediately upon receiving them. In the unfortunate event that you find any damage to your product(s), take photos from different angles, keep all packaging and paperwork, and contact Snapcycle by email at support@snapcycle.com immediately. Please take note that we will not accept shipping damage claims later than 14 days from receipt of the product(s).

WARRANTY CLAIMS

If you suspect any component of your ebike is defective, all warranty claims must be submitted to Snapcycle via email to support@snapcycle.com. Please do not attempt to repair or replace it yourself before contacting Snapcycle, as doing so may void your warranty and cause consequential damages to your ebike, undermining its safety and reliability.

You would need to describe in detail what issues you are facing and attach some clear photos or videos for easy understanding. Upon receiving your claims, our dedicated customer service team will firstly provide remote assistance to you via email/calls as there might be an easy fix to your problems.

If our customer service team determines that a replacement part is needed, they will provide you with clear instructions for returning the defective parts, and receiving the replacement. Shipping charges are to be borne by the customers. It is at the full discretion of Snapcycle to determine if a defective component is covered by this limited warranty.

For warranty services, please contact Snapcycle Help Center.

Snapcycle Help Center: support.snapcycle.com

Email: support@snapcycle.com

Snapcycle service team may request additional information such as video and photography to assist with processing of the warranty claims. Snapcycle e-bikes or parts returned without prior authorization and proper documentation may get lost, and may cause delay to the entire process. Warranty return shipping costs, duty and taxes are to be borne by the claimant.

Our dedicated service team will always be at your disposal for technical assistance and troubleshooting.

9. Safety Disclaimer

Electric bicycles are powerful machines designed for use by adults in fully controlled and safe environments. Most electric bicycles can be ridden where other non-motorized bikes are allowed, but it is your responsibility to check and obey all local laws. Your electric bicycle should only be ridden in safe areas where all laws are being followed and all required permissions are given.

Because it is impossible to anticipate every situation or condition which can occur while riding, Snapcycle, Inc. makes no representation about the safe use of their electric bicycles under all conditions. It is the responsibility of the riders to ensure the ebike is properly assembled as per our instruction manuals or videos, and ensure all bolts, nuts, fasteners, quick release clamps are securely fastened before riding. There are risks associated with the use of an electric bicycle which cannot be predicted or avoided, and which are the sole responsibility of the rider.

Snapcycle does not accept any liability or responsibility for any accident or injury incurred as a result of the use of any of their electric bicycles or any other product.

LIMITATION OF LIABILITY: TO THE FULLEST EXTENT PERMISSIBLE PURSUANT TO APPLICABLE LAW, SNAPCYCLE, INC. LLC, THEIR AFFILIATES, FAMILY AND FORMER AND CURRENT EMPLOYERS NOR ANY OTHER PARTY INVOLVED IN CREATING, PRODUCING OR DELIVERING SNAPCYCLE PRODUCTS IS LIABLE FOR ANY DIRECT, INCIDENTAL, CONSEQUENTIAL, INDIRECT, EXEMPLARY, OR PUNITIVE DAMAGES ARISING OUT OF A USER'S ACCESS TO, OR USE OF SNAPCYCLE PRODUCTS.

BATTERY USE RISK

Improper use, care, or charging of a lithium-ion battery could cause serious injury to the product, property, or persons. If the battery is tampered with or damaged in any way, do not use the product and find a hazardous waste removal center immediately. It is the responsibility of the purchaser to maintain safe storage and treatment of the battery at all times. Only use the charger that came with your product. Just because a charger fits in your device doesn't mean that it is safe to use.

Keep your device out of extremely high or low temperature locations. Do not place the battery in direct sunshine, or store the battery inside cars in significant hot or cold weather.

Do not expose the battery to water or allow the battery to get wet.

Do not continue charging the battery if it does not recharge within the specified charging time. Doing so may cause the battery to become hot, explode, or ignite.

Do not use your device if you notice any damage to the battery after dropping it. If you suspect damage to the battery, email our support or dispose of the battery and order a replacement.

Do not disassemble or modify the battery in any way. Modifying your electronic significantly increases the risk of explosion and will also void all warranties.

OWNER'S MANUAL

Please reference this Owner's Manual which provides important information regarding safety and maintenance of your electric bike. Please read through the entire manual prior to operating your electric bicycle and save the manual for future reference.

If at any time you have questions or need assistance with the maintenance of your product, you may contact us at support@snapcycle.com or you may contact the manufacturer using the information included in this Owner's Manual.