

RIDEL
RIDE ELECTRIC



R1 ELECTRIC BICYCLE INSTRUCTION MANUAL

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FULLY CHARGE BATTERIES BEFORE FIRST USE - Batteries should be fully charged immediately when they are received and immediately after each use for the recommended charge times (see below).

- Li-Ion (Lithium Ion) batteries 4-6 hours

We recommend that you consult a bicycle specialist if you have doubts or concerns as to your experience or ability to properly assemble, repair or maintain your bicycle.

Additional warning/cautions are in the assembly section of this manual.

With proper care and maintenance your Electric Bicycle will provide ease of use and be fun to ride. Below are points that will help you to maximize the enjoyment you get from your new hybrid electric bicycle.

FACTORS TO MAXIMIZE THE RANGE OF YOUR ELECTRIC BICYCLE

- **Rider Input** - the more the rider pedals the further the distance traveled. Continuous riding, as opposed to frequent stopping and starting, will yield the greatest range possible.
- **Elevation Gain** - the flatter the road the further the distanced traveled.
- **Weather** - cold weather can adversely affect the battery capacity.
- **Wind** - traveling with a tailwind will increase distance traveled, traveling into the headwind will decrease distance traveled.
- **Terrain** - the smoother the terrain (roadways vs. fireroads, etc.) the further the distance traveled.
- **Rider Weight** - the lighter the rider, resulting in less drain on the batteries, the further distance traveled.
- **Bicycle Maintenance** - a properly maintained bicycle will yield the greatest range possible.
- **Tire Pressure** - properly inflated tires have less rolling resistance and will be easier to pedal.
- **Batteries** - properly charged and maintained batteries will yield the greatest range possible. Batteries stored in cold areas (below 50 degrees Fahrenheit / 10 degrees Celsius) will show reduced range. Batteries that have not been kept in optimum condition will show reduced range and run time.

HELMETS SAVE LIVES!!!

ALWAYS WEAR A PROPERLY FITTED HELMET WHEN YOU RIDE YOUR BICYCLE.

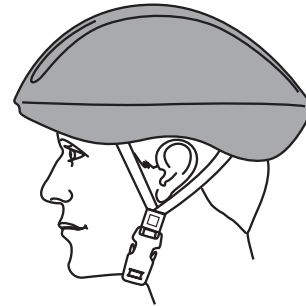
DO NOT RIDE AT NIGHT.

CPSC RECORDS SHOW THAT ABOUT 35% OF BICYCLE RELATED DEATHS OCCUR AFTER DARK.

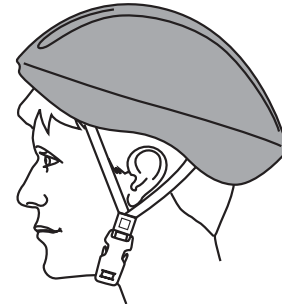
AVOID RIDING IN WET CONDITIONS.

CPSC RECORDS SHOW THAT ABOUT 65% OF INJURIES HAPPEN TO CHILDREN UNDER 15 YEARS OF AGE.

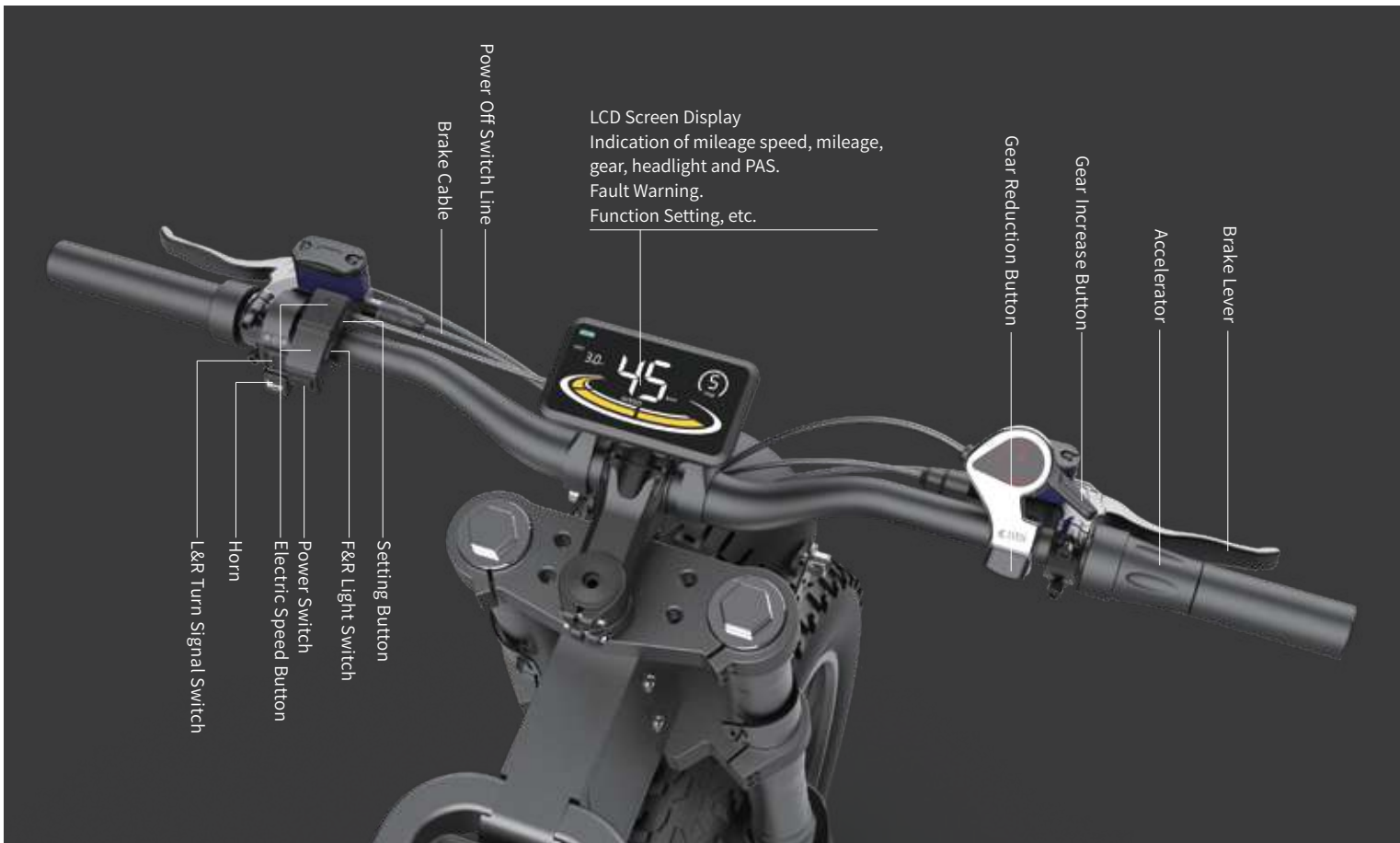
RIDE ONLY WITH ADULT SUPERVISION



CORRECT FITTING. MAKE SURE YOUR HELMET COVERS YOUR FOREHEAD.



INCORRECT FITTING. FOREHEAD IS EXPOSED AND VULNERABLE TO SERIOUS INJURY.



BEFORE YOU RIDE

ABOUT THIS MANUAL

It is important for you to understand your new bicycle. By reading this manual before you go out on your first ride, you'll know how to get better performance, comfort, and enjoyment from your new bicycle.

It is also important that your first ride on your new bicycle is taken in a controlled environment, away from cars, obstacles, and other cyclists.

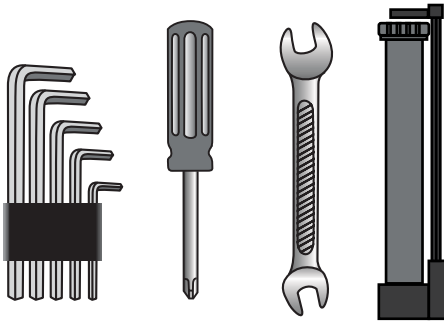
GENERAL WARNING

Bicycling can be a hazardous activity even under the best of circumstances. Proper maintenance of your bicycle is your responsibility as it helps reduce the risk of injury. This manual contains many "Warnings" and "Cautions" concerning the consequences of failure to maintain or inspect your bicycle. Many of the warnings and cautions say "you may lose control and fall." Because any fall can result in serious injury or even death, we do not repeat the warning of possible injury or death where ever the risk of falling is mentioned.

A SPECIAL NOTE FOR PARENTS

It is a tragic fact that most bicycle accidents involve children. As a parent or guardian, you bear the responsibility for the activities and safety of your minor child. Among these responsibilities are to make sure that the bicycle which your child is riding is properly fitted to the child; that it is in good repair and safe operating condition; that you and your child have learned, understand and obey not only the applicable local motor vehicle, bicycle, and traffic laws, but also the common sense rules of safe and responsible bicycling. As a parent, you should read this manual before letting your child ride the bicycle. Please make sure that your child always wears an ANSI, ASTM, SNELL approved bicycle helmet when riding.

Your new bicycle was partially assembled in the factory and then partially disassembled for shipping. You may have purchased the bicycle already fully assembled and ready to ride OR in the shipping carton in the partially disassembled form. The following instruction will enable you to prepare your bicycle for years of enjoyable cycling. For more details on inspection, lubrication, maintenance and adjustment of any area please refer to the relevant sections in this manual. If you have questions about your ability to properly assemble this unit, please consult a qualified bicycle service specialist before riding. If you need replacement parts or have questions pertaining to assembly of your bicycle please call us 513-813-0708 or email us at support@ridelbikes.com.



Typical Tools Required:

- Hexagon Screw Driver 2mm, 3mm, 4mm, 5mm, 6mm
- Phillips Head Screw Driver
- Wrench
- Bicycle Pump

SAFETY CHECKLIST

Before every ride, it is important to carry out the following safety checks:



1. Brakes

- Ensure front and rear brakes work properly.
- Ensure brake shoe pads are not over worn and are correctly positioned in relation to the rims.
- Ensure brake control cables are lubricated, correctly adjusted and display no obvious wear.
- Ensure brake control levers are lubricated and tightly secured to the handlebar.



2. Wheels and tires

- Ensure tires are inflated to within the recommended limit as displayed on the tire sidewall.
- Ensure tires have tread and have no bulges or excessive wear.
- Ensure rims run true and have no obvious wobbles or kinks.
- Ensure all wheel spokes are tight and not broken.
- Check that axle nuts are tight. If your bicycle is fitted with quick release axles, make sure locking levers are correctly tensioned and in the closed position.



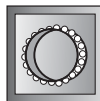
3. Steering

- Ensure handlebar and stem are correctly adjusted and tightened, and allow proper steering.
- Ensure that the handlebars are set correctly in relation to the forks and the direction of travel.
- Check that the headset locking mechanism is properly adjusted and tightened.
- If the bicycle is fitted handlebar end extensions, ensure they are properly positioned and tightened.



4. Chain

- Ensure chain is oiled, clean and runs smoothly.
- Extra care is require in wet or dusty conditions.



5. Bearings

- Ensure all bearing are lubricated, run freely and display no excess movement, grinding or rattling.
- Check headset, wheel bearings, pedal bearings and bottom bracket bearings.



6. Cranks and Pedals

- Ensure pedals are securely tightened to the cranks.
- Ensure cranks are securely tightened to the axle and are not bent.



7. Derailleurs

- Check that front and rear mechanisms are adjusted and function properly.
- Ensure shift and brake levers are attached to the handlebar, shift and brake.
- Ensure derailleurs, shift levers and shift and brake cables are properly lubricated.



8. Frame and Fork

- Check that the frame and fork are not bent or broken.
- If either are bent or broken, they should be replaced.



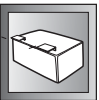
9. Accessories

- Ensure that all reflectors are properly fitted and not obscured.
- Ensure all other fittings on the bike are properly and securely fastened, and functioning.
- Ensure the rider is wearing a helmet.



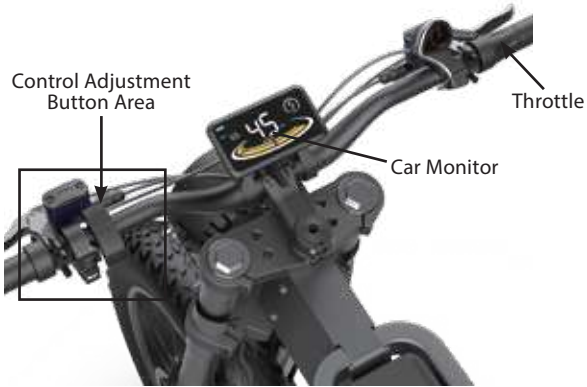
10. Motor Drive Assembly and Throttle

- Ensure all motor drive components are correctly mounted and functioning properly.



11. Battery Pack

- Ensure the batteries are in good operating condition and kept fully charged.



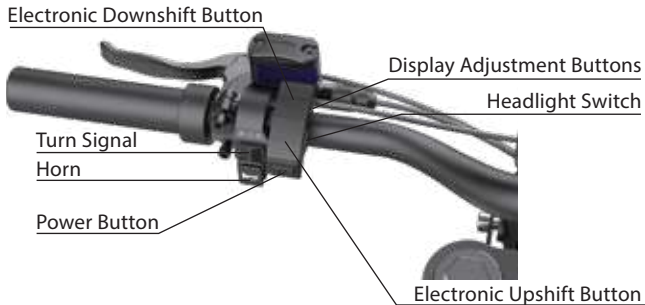
Throttles

Throttles are equipped on some models of electric bicycles. Throttles operate by rotating the throttle towards the rider much like a motorcycle. They generally are the inner half of the right side handlebar grip and may also contain a battery gauge. The more you twist the throttle, the faster the motor system will propel the bicycle.

TAG (Twist and Go)

Before you begin riding, turn the main power switch on, then start riding as you would ride any regular, non motor assisted bicycle. After you have begun to ride, slowly twist the throttle (on equipped models) towards you. The more you twist the throttle, the more motor power will be applied to the wheels. You may feel the pedals get a "lighter" feel than when riding without the motor assisting you. Once you have twisted the throttle all the way, the motor will accelerate you to its full speed of about 36-38 mph on gear 5.

Begin by first riding as if you are on a normal non-electric bicycle. After a few seconds, the motor will slowly activate and ramp up to 50% power. Then, while the pedals are in motion, you can slowly twist the throttle towards you to activate the full motor power.




Battery Care and Information

Proper maintenance of batteries will maximize their lifespan and capacity. Ridel vehicle warranties your new batteries from the date of purchase only if properly cared for - refer to the limited warranty for details. Li-Ion (Lithium Ion) batteries are used in all of our electric bicycles and scooters. These are both very user-friendly types of batteries when cared for properly.

Care

Even with proper care, rechargeable batteries do not last forever. Every time the battery is discharged and subsequently recharged, its relative capacity decrease by a small percentage. You can maximize the life of your battery by following the instructions in this guide.

- Batteries should be fully charged immediately when they are received for full recommended charge times.
Li-Ion recommended charge time: 4-6 hours for a complete, 100% charge. Leave the battery on the charger for one full hour after the charger indicator light turns green.
- Never charge batteries for longer than 24 hours.
- Li-Ion batteries do not have a “memory”. Partial discharge/charge cycles will not harm the batteries’ capacity or performance.
- The rated output capacity of a battery is measured at 77°F (25°C). Any variation in this temperature will alter the performance of the battery, and shorten its expected life. High temperatures especially, reduce overall battery life and run time.
- Ridel bikes and scooters are equipped with a five-minute sleep function. If no activity is detected after five minutes, the bike/scooter will go into “stasis” mode to conserve battery power. Simply cycle the bike/scooter off then on again to re-activate the battery.
- Always be sure to turn the bike/scooter power switch to “OFF” after each use. If you leave the power switch in the “ON” position, or your product has not been charged for a long period of time, the batteries may reach a stage at which they will no longer hold a charge.
- Be friendly to the environment! Be sure to recycle your old batteries at a local battery recycling center. Do not throw them in the garbage!
- **Do not charge the battery indoors!** 

Bicycle Assembly

Assembly Guides

Individual assembly guides for each bicycle model can be found packaged with your bicycle.

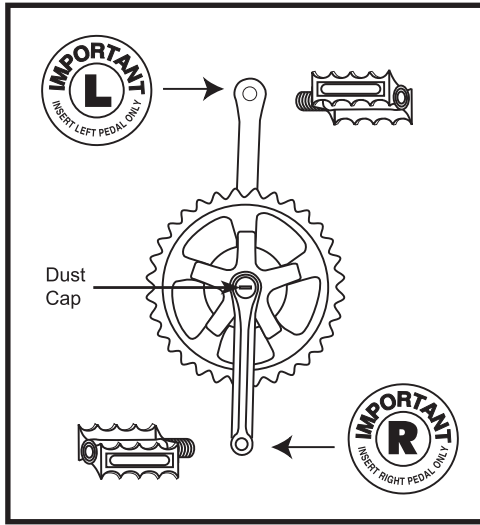
Getting Started

Open the carton from the top and remove the bicycle. Remove the straps and protective wrapping from the bicycle. Inspect the bicycle and all accessories and parts for possible shortages. It is recommended that the threads and all moving parts in the parts package be lubricated prior to installation. **Do not discard packing materials until assembly is complete to insure that no required parts are accidentally discarded.** Note: Your bicycle may be equipped with different style components than the ones illustrated.



INTRODUCTION OF ELECTRIC VEHICLE PARTS





Pedals & Crank Set

Look for the letters “R” for right, and “L” for left, stamped on each pedal spindle. Start threading each pedal by hand to avoid stripping the threads. Tighten with a 15 mm narrow open ended wrench. Note that the right hand pedal attaches to the chain wheel side crank arm with a right-handed (clockwise) thread. The left pedal attaches to the other crank arm and has a left-handed (counter clockwise) thread. It is very important that you check the crank set for correct adjustment and tightness before riding your bicycle. New cranks may become loose with initial use. Once the pedals have been installed, remove the dust caps from the center of each crank arm. Tighten the spindle bolts securely (approx. 350 lbs) with an 8 mm Allen Wrench, depending on style, the replace the dust caps.



Attachment of an incorrect pedal into a crank arm can strip pedal threads and cause irreparable damage. Before your first ride, please check to insure your pedals are attached correctly.

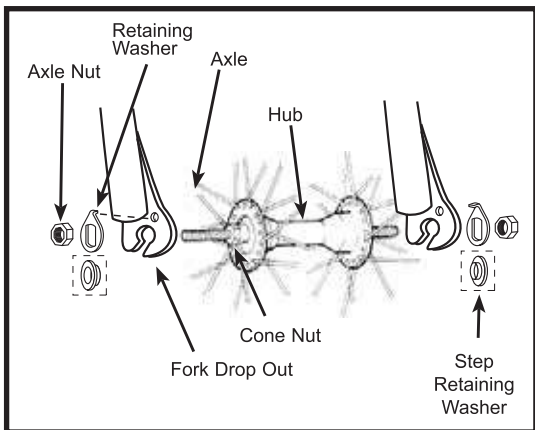
Front Wheel - Quick Release

Installing a quick release front wheel

In a quick release system, the wheel hub is clamped in place by the force of the quick release cam pushing against one dropout and pulling the tension adjusting nut, by way of the skewer, against the other dropout. The amount of clamping force is controlled by the tension adjusting nut. Turning the tension adjusting nut clockwise while keeping the cam lever from rotating increases clamping force; turning it counter clockwise while keeping the cam lever from rotating reduces clamping force. Less than half a turn of the tension adjusting nut can make the difference between safe clamping force and unsafe clamping force.

1. Remove the tension adjusting nut and one of the small springs, then slide the quick release skewer through the hub. If your bicycle has a disc brake, insert the skewer starting on the side with the brake rotor. Replace the spring and tension adjusting nut.

2. If your bicycle has rim brakes, disengage them to increase the clearance between the tire and brake pads.



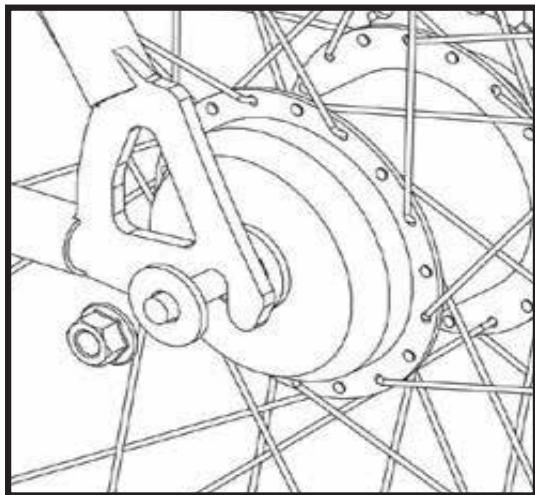
3. Install the wheel into the dropouts, making sure the quick release lever is on the left side of the bicycle.

4. Holding the quick release lever in the OPEN position with one hand, tighten the tension adjusting nut with your other hand until it is finger tight against the fork dropout.

5. While pushing the wheel firmly to the top of the slots in the fork dropouts, and at the same time centering the wheel rim in the fork, move the quick-release lever upwards and swing it into the CLOSED position. The lever should now be parallel to the fork blade and curved toward the wheel. To apply enough clamping force, you should have to wrap your fingers around the fork blade for leverage, and the lever should leave a clear imprint in the palm of your hand.



It is very important to check the front wheel connection to the bicycle. Failure to properly tighten may cause the front wheel to dislodge.



Rear Wheel - Bolt-on Installation

1. If the bicycle has rim brakes, make sure the brakes are loose enough to allow the wheel to pass through the brake pads easily. For disc brakes, no adjustment is required.
2. Place the wheel into the frame dropouts.
3. Slide a washer onto each side of the axle.
4. Install axle nuts and tighten. Make sure the wheel is centered in the frame. This may be easiest with the bike turned upside-down.
5. Spin the wheel to make sure that it is centered and clears the brake shoes. Tighten the brakes if necessary.



Tighten both rear wheel axle nuts securely. Failure to do this may cause the rear wheel to dislodge from the frame dropouts resulting in serious damage or injury.



Periodically, disassemble the mechanism from the bicycle and inspect for any wear or damage and replace if necessary. When reinstalling, it is very important to ensure the connections are made properly.

Rear Wheel - Bolt-on Removal

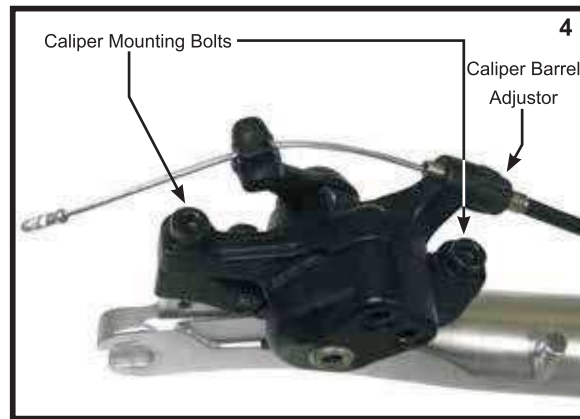
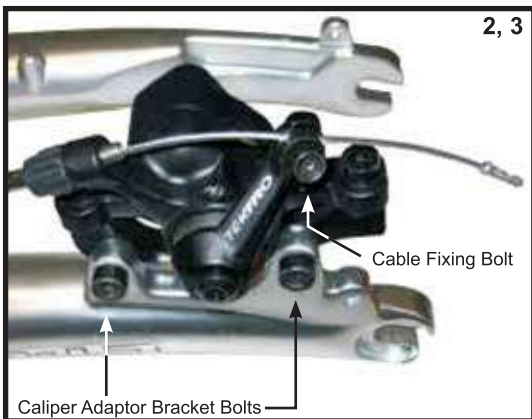
1. If the bicycle has rim brakes, make sure the brakes are loose enough to allow the wheel to pass through the brake pads easily. For disc brakes, no adjustment is required.
2. Most bikes have a plug or quick-disconnect box located on the seat stay or chain stay. These allow the motor to be easily disconnected from the controller. Simply undo the single large plug or open the black plastic box and undo the five plugs inside.
3. With the bicycle in a stand or upside-down, loosen the axle nuts then remove the wheel from the bicycle.



Disc Brakes - Tektro

1. Check the tightness of the six disc mounting bolts holding the brake rotor onto the wheel. If you need to remove these bolts, be sure to use a thread-locking compound when re-installing them.
2. Make sure the bolts securing the caliper adaptor bracket to the fork are tight.
3. Loosening the caliper mounting bolts enough to allow the brake caliper to float freely.
4. Actuate corresponding brake lever and tighten caliper mounting bolts to center the brake caliper.
5. Spin corresponding wheel to make sure there is no drag or rubbing.

Troubleshoot: If drag or noise persists, repeat steps 1-5.





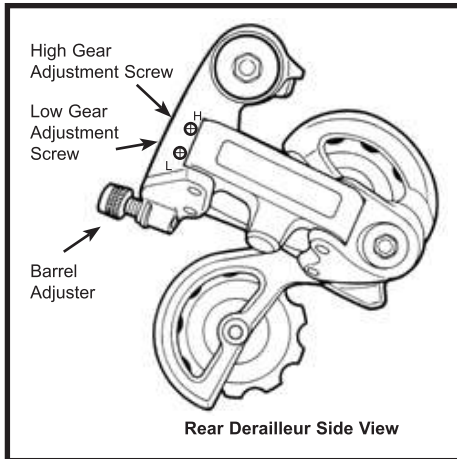
Disc brakes require breaking in. Ride and use the brakes gently for about 13 miles before using the brakes in downhill conditions, for sudden stops, or any other serious braking. Please be aware that your brake system will change in performance throughout the wear-in process. The disc brake should be cleaned before the first ride using rubbing alcohol. NEVER use oil or similar products to clean your disc brake system.

Avoid touching the rotor (disc) with your fingers at any time. Naturally oily fingers can contaminate the rotor and/or the brake pads and diminish the brake's effectiveness.

BRAKE ROTORS GET HOT! SEVERE INJURY COULD RESULT FROM CONTACT WITH THE HOT ROTOR. MIND YOUR LEGS, AS WELL AS YOUR HANDS.

DERAILLEUR SYSTEMS

The derailleur system includes the rear derailleurs, the shift levers, and the derailleur control cables, all of which must function correctly for smooth gear shifting to occur.



DERAILLEUR

Although the rear derailleurs are initially adjusted at the factory, you will need to inspect and readjust before riding the bicycle.

Rear Derailleur

Begin by shifting the rear shifter to largest number indicated, loosen the cable from the rear derailleur cable anchor boly, and place the chain on the smallest sprocket.

Adjust the high limit screw so the guide pulley and the smallest sprocket are lined up vertically. Re-tighten the cable, pull out any slack, and retighten the anchor bolt securely. Shift through the gears, making sure each gear achieved is done quietly and without hesitation. If necessary, use the barrel adjuster to fine tune the cable tension by turning it the direction you want the chain to go. For example, turning clockwise will loosen the cable tension and move the chain away from the wheel, while turning counter-clockwise will tighten cable tension and direct the chain towards the wheel.

Final Check

- After all adjustments have been made, shift through every gear several times at varying speeds. This will ensure all your adjustments are correct and will allow you to pinpoint any trouble areas. If you encounter any problems, refer to the appropriate section and make any necessary adjustments.
- Check the tire pressure and inflate each tube to the recommended psi as stated on the sidewall of the tire.
- Check that the kickstand operates smoothly and the kickstand bolt is secured tightly.
- Finally, examine the bicycle. Make sure all accessories are attached and all quick releases, nuts and bolts have been tightened securely.
- Correct maintenance of your bicycle will ensure many years of happy riding. Service your bicycle regularly by referring to the relevant sections of this manual, OR take it to a professional bicycle shop.
- Remember: Always wear a helmet and obey all traffic laws.



Never inflate a tire beyond the maximum pressure marked on the tire's sidewall. Exceeding the recommended pressure may blow the tire off the rim, which could cause damage to the bicycle and injury to the rider and bystanders.



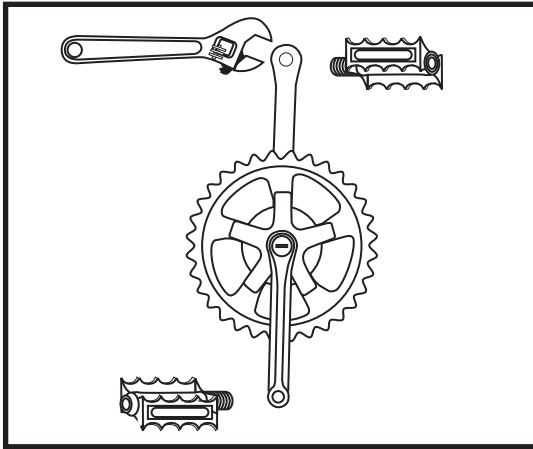
Tighten both rear wheel axle nuts or the quick release mechanism securely. Failure to do this may cause the rear wheel to dislodge from the frame dropouts resulting in serious damage or injury.

Correct routine maintenance of your new bike will ensure smooth running - Longer lasting components - Safer riding - Lower running costs

Every time you ride your bicycle, its condition changes. The more you ride, the more frequently maintenance will be required. We recommend you spend a little time on regular maintenance tasks. The following schedules are a useful guide and by referring to Part 6 of this manual, you should be able to accomplish most tasks. If you require assistance, we recommend you see a bicycle specialist.

Schedule 1 - Lubrication

Frequency	Component	Lubricant	How to Lubricate
Weekly	Chain	Chain Lube or Light Oil	Brush On or Squirt
	Derailleur Pulleys	Chain Lube or Light Oil	Brush On or Squirt
	Derailleurs	Oil	Oil Can
	Brake Calipers	Oil	3 drops from oil can
	Brake Levers	Oil	2 drops from oil can
Monthly	Shift Levers	Lithium Based Grease	Disassemble
Every Six Months	Freewheel	Oil	2 squirts from oil can
	Brake Cables	Lithium Based Grease	Disassemble
Yearly	Bottom Bracket	Lithium Based Grease	Disassemble
	Pedals	Lithium Based Grease	Disassemble
	Derailleur Cables	Lithium Based Grease	Disassemble
	Wheel Bearings	Lithium Based Grease	Disassemble
	Headset	Lithium Based Grease	Disassemble
	Seat Post	Lithium Based Grease	Disassemble



Drive Train

The drive train of a bicycle refers to all parts that transmit power to the rear wheel including the pedals, chain, chain wheel, crank set and freewheel.

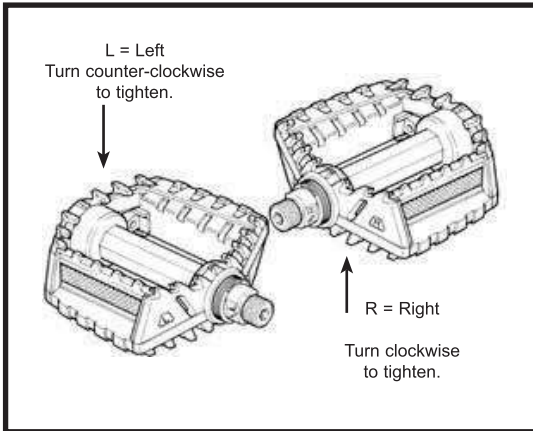
Pedals

Pedals are available in a variety of shapes, sizes and materials, and each are designer with a particular purpose in mind. Some pedals can be fitted with toe clips and straps. These help to keep the feet correctly positioned and allow the rider to exert pulling force, as well as downward pressure, on the pedals. Use of toe clips with straps requires practice to acquire the necessary skill to operate them safely.

Inspection

Pedals should be inspected every month, taking note of the following areas:

- Check correct tightness into the crank arms. If allowed to become loose, they will not only be dangerous but will also cause irreparable damage to the cranks.
- Check that pedal bearings are properly adjusted. Move pedals up and down, and right to left, and also rotate them by hand. If you detect any looseness or roughness in the pedal bearings then adjustment, lubrication or replacement is required.
- Ensure that the front and rear pedal reflectors are securely fitted.
- Also ensure that the top clips, if fitted, are secure to the pedals.



Never ride with loose pedals

Problem	Possible Cause	Remedy
Gear shifts not working properly	<ul style="list-style-type: none"> - Derailleur cables sticking/stretched/damaged - Front or rear derailleur not adjusted properly - Indexed shifting not adjusted properly 	<ul style="list-style-type: none"> - Lubricate/tighten/replace cables - Adjust derailleurs - Adjust indexing
Slipping chain	<ul style="list-style-type: none"> - Excessively worn/chipped chainring or freewheel sprocket teeth - Chain worn/stretched - Stiff link in chain - Non-compatible chain/chainring/freewheel 	<ul style="list-style-type: none"> - Replace chainring, sprockets and chain - Replace chain - Lubricate or replace link - Seek advice at a bicycle shop
Chain jumping off freewheel sprocket or chainring	<ul style="list-style-type: none"> - Chainring out of true - Chainring loose - Chainring teeth bent or broken - Rear or front derailleur side-to-side travel out of adjustment 	<ul style="list-style-type: none"> - Re-true if possible, or replace - Tighten mounting bolts - Repair or replace chainring/set - Adjust derailleur travel
Constant clicking noises when pedaling	<ul style="list-style-type: none"> - Stiff chain link - Loose pedal axle/bearings - Loose bottom bracket axle/bearings - Bent bottom bracket or pedal axle - Loose crankset 	<ul style="list-style-type: none"> - Lubricate chain / Adjust chain link - Adjust bearings/axle nut - Adjust bottom bracket - Replace bottom bracket axle or pedals - Tighten crank bolts
Grinding noise when pedaling	<ul style="list-style-type: none"> - Pedal bearings too tight - Bottom bracket bearings too tight - Chain fouling derailleurs - Derailleur jockey wheels dirty/binding 	<ul style="list-style-type: none"> - Adjust bearings - Adjust bearings - Adjust chain line - Clean and lubricate jockey wheels

Problem	Possible Cause	Remedy
Freewheel does not rotate	<ul style="list-style-type: none"> - Freewheel internal pawl pins are jammed 	<ul style="list-style-type: none"> - Lubricate. If problem persists, replace freewheel
Brakes not working effectively	<ul style="list-style-type: none"> - Brake blocks worn down - Brake blocks/rim greasy, wet or dirty - Brake cables are binding/stretched/damaged - Brake levers are binding - Brakes out of adjustment 	<ul style="list-style-type: none"> - Replace brake blocks - Clean blocks and rim - Clean/adjust/replace cables - Adjust brake levers - Center brakes
When applying the brakes they squeal/squeak	<ul style="list-style-type: none"> - Brake blocks worn down - Brake block toe-in incorrect - Brake blocks/rim dirty or wet - Brake arms loose 	<ul style="list-style-type: none"> - Replace blocks - Correct block toe-in - Clean blocks and rim - Tighten mounting bolts
Knocking or shuddering when applying brakes	<ul style="list-style-type: none"> - Bulge in the rim or rim out of true - Brake mounting bolts loose - Brakes out of adjustment - Fork loose in head tube 	<ul style="list-style-type: none"> - True wheel or take to a bike shop for repair - Tighten bolts - Center brakes and/or adjust brake block toe-in - Tighten headset
Wobbling wheel	<ul style="list-style-type: none"> - Axle broken - Wheel out of true - Hub comes loose - Headset binding - Hub bearings collapsed - QR mechanism loose 	<ul style="list-style-type: none"> - Replace axle - True wheel - Adjust hub bearings - Adjust headset - Replace bearings - Adjust QR mechanism

Problem**Possible Cause****Remedy**

Steering not accurate

- Wheels not aligned in frame
- Headset loose or binding
- Front forks or frame bent

- Align wheels correctly
 - Adjust/tighten headset
 - Take bike to a bike shop for possible frame realignment
-

Frequent punctures

- Inner tube old or faulty
- Tire tread/casing worn
- Tire unsuited to rim
- Tire not checked after previous puncture
- Tire pressure too low
- Spoke protruding into rim

- Replace Inner tube
- Replace tire
- Replace with correct tire
- Remove sharp object embedded in tire
- Correct tire pressure
- File down spoke

Warranty Policy

For Electric scooter after-sales service, contact the distributor at: <https://ridelbikes.com/pages/ridel-bikes-support>

Category	Maintenance Contents	Starting Time
Machine Body	Frame Assembly, Front Wheel, Rear Wheel, Motor, Handlebar Assembly, Steering Tube, Chassis, Disc Brake, Disc Brake Caliper, Folding Handle, Front Fork Assembly, Controller Unit, Display Unit	One Year
Accessories	Battery Charger, Battery, Brake Lever, Throttle	Six Months
Appearance Wear	Anti-collision Strip, Headlight Assembly, Instrument Cover, Tires, Outer Tubes, Inner Tubes, Bell Components, Fender, Rear Taillights, Decorative Cover, Foot Support Components, Battery Compartment, Cover, Foot Pad, Charging Port, Charging Port Rubber Stopper	Three Months

Notes:

- Tools (screws, allen keys) and packaging have no warranty period.
- Only scooters registered on the official website will be serviced under warranty.

Non-Warranty Regulations

1. Unauthorized repair, misuse, collision, negligence, abuse, infusion, accident, alteration, improper use of non-product accessories or torn, altered label and anti-counterfeit mark.
2. The claim is beyond the warranty period.
3. Any damage is caused by force majeure.
4. Due to man-made causes of this product and its accessories.
5. Damage caused by man-made reasons (including but not limited to the liquid entering scooter, puncture, impact, traces and damage of normal use, etc).
6. NOT FOR COMMERCIAL USE.

Warranty Claims and Technician Service Procedures

1. Warranty claims must be within the warranty period.
2. Any returns must be made in the original packaging. Shipping products in packaging other than the original may affect its operation.
3. Proof of purchase such as receipt or order number must be provided for warranty claims.
4. Merchandise identification via the serial number must be provided for warranty claims.
5. It is mandatory to fill the appropriate field to describe any problems you're having. Be as detailed as possible for quick and accurate diagnosis and subsequent repair.
6. All fields in the online form in which the asterisk appears are mandatory and this action must be performed correctly.
7. Scooters that arrive with obvious box damage must be photographed and documented upon receiving it.
8. Products shipped to the distributor's authorized maintenance center outside the warranty period are subject to a shipping cost and labor cost.
9. If the product shows clear symptoms of misuse, the customer must pay the transport cost, parts cost, and labor cost.

Battery

The battery has a limited duration in terms of charge cycles. Keep in mind that storage temperature and humidity in the area affect this. Therefore, battery problems caused by wear, sulfation and physical damage would not fall into the category of manufacturing defects, so the warranty would not cover it.

BICYCLE OWNER'S MANUAL

THIS MANUAL CONTAINS IMPORTANT SAFETY, PERFORMANCE AND MAINTENANCE INFORMATION. READ THE MANUAL BEFORE TAKING YOUR FIRST RIDE ON YOUR NEWBICYCLE, AND KEEP THE MANUAL HANDY FOR FUTURE REFERENCE.

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