

PHILODO

OWNERS MANUAL

Philodo P7

Philodo H7

EN JP DE FR IT

V1.0 | 2022

www.philodo.com

Thanks for your purchase of a Philodo electric bike.

We really appreciate your business cooperation with us and we wish you a good time with the ebike.

This manual will help you assemble and operate your new electric bike. Be sure to read all of the information in this manual before riding.

CONTACT INFORMATION

Email: support@philodo.com

Website: www.philodo.com

Please record your bike's serial number in the space below. The serial number is located on the head tube or on the bottom axis connecting the pedals. Refer to the chapter of serial number in this manual for a photo showing the location of the serial number.

SERIAL NUMBER

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Product Safety Notice

Don't Ride Until You Read This

| | |
|---|---|
|  | Always wear a helmet when riding your electric bike. |
|  | Keep the keys properly. If the unique keys are lost, you will not be able to turn on the bike or replace the battery. If necessary, you should get more spare keys. We don't have a backup key. |
|  | Make sure your electric bike has a full battery before taking it out to ride. |
|  | Always be aware of local road laws, and follow them. |
|  | Do not ride the bike under the influence of drugs or alcohol. |
|  | Always respect pedestrians. |
|  | Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty. |
|  | NOTE TO ALL RIDERS UNDER 18 YEARS OF AGE: It's very important that you get parental permission before riding your electric bike. |



Warning Message

Read this entire manual before assembling or using your new electric bike. Do not modify, disassemble, or replace the original electrical components on your bike. Doing so will invalidate your warranty and could put you in danger. Riding any type of bike comes with some risks which can't be predicted or avoided.

Taking proper care of bike components can lower the risk of sudden failure of components but cannot prevent it. These sudden failures could cause serious harm, injury, or death to the rider. If you notice abnormalities in any component on the bike, take it to a licensed mechanic to be repaired or replaced immediately. Philodo Bike LTD assumes no liability for harm, injury, or death of the rider.










This manual is not intended to function as a detailed service manual. Philodo Bike recommends having your local bike shop mechanic perform a detailed safety check of your bike before your first ride. Ensure your local mechanic is experienced and reputable.

The Philodo P7 and H7 can withstand most rain showers without sustaining damage. The bike has an IP rating of 54. This means it is dust tight and can withstand jetting water. See the IP code for more details.

It does not mean that the bike and its mechanical and electrical components are waterproof. We do not recommend storing or using the bike in excessively wet conditions. The warranty does not cover water damage.

Package Contents

Carefully check the package contents, if anything is missing or damaged, please contact Philodo customer service for support: support@philodo.com

| | | |
|--|---|---|
|  <p>1 x Electric bike</p> |  <p>1 x Front wheel</p> |  <p>1 x Front wheel quick release skewer</p> |
|  <p>1 x Saddle</p> |  <p>2x Pedals</p> |  <p>1 x Charger</p> |
|  <p>Tools</p> |  <p>2x Battery keys</p> |  <p>1 x Owners manual</p> |

Product Overview



Assembly

Front wheel



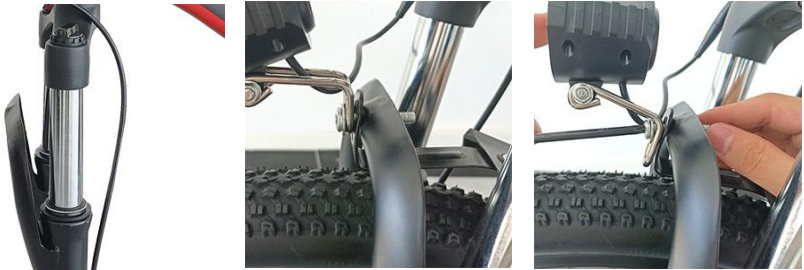
1. There are two springs, a lever and a nut on the quick release skewer. Remove the nut and one spring. Remember that don't unscrew any nuts on the hub of the front wheel.

2. Get the front wheel and insert the skewer from the disc side. From the other side, attach the spring followed by the nut.
3. The larger sides of the springs are on the outside end of the skewer.



4. Lift the bike, then insert the disc brake into the caliper. Make sure that the axle fits nicely in the front forks.
5. Tighten the nut on the skewer until the lever becomes firm to close. The lever should leave an imprint in your palm.

Headlight



1. Make sure the front fork brace is at the front of the bike, not at the back.
2. Place the headlight and the fender at a right position, then tighten the screw. The headlight can be adjusted up and down to change the illumination angle.

Handlebar



1. Turn the stem to the front.
2. Remove the faceplate of the stem.



3. Take care to note that the cables should run cleanly from the handlebar. They should not be twisted. Don't remove or detach the cables.
4. Insert the handlebar then reattach the faceplate of the stem.



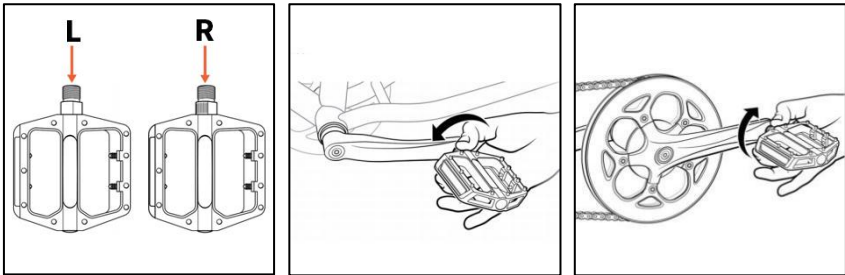
5. Tighten the screws. You should keep swapping between the screws to ensure that the faceplate has a consistent gap from the stem along all edges and tighten securely. The handlebar should

be aligned so that the once front wheel is installed, the brake levers are at 45 degrees to the ground.

6. Tighten the screw under the black rubber cover where on the top of the fork.

7. Align the stem with the front wheel. Tighten the two screws on the stem.

Pedals



1. It is important to note that pedals are sided. Remember this is always from the perspective of the rider. Locate the left hand side/ right hand side pedal, which is marked "L" and "R".

2. The thread on the left hand pedal is reversed. **So tighten it counter-clockwise.** Install the left hand pedal into the left crank arm gently by hand. Then tighten the pedal by a 15mm wrench.

3. The right hand pedal has a normal thread. **So tighten it clockwise.** Install the right hand pedal into the right crank arm gently by hand. Then tighten the pedal by a 15mm wrench.

Seat post

For better pedaling, safety and overall riding comfort, positioning the seat at the right height is important. The rider's leg length is used to determine the seat's position. When you pedal, your hips should remain level and your legs should be almost fully extended at the boom of the pedal stroke, but not over-extended.

To determine the right seat height, sit on the eBike with one pedal at its lowest point and place the ball of your foot on the pedal. Your leg should be almost fully extended with a slight bend at the knee.



1. Open the quick release lever. Insert the seat post into the seat tube.
2. Adjust the height of the seat. Do not raise the seatpost beyond the minimum insertion marking on the seat post.
3. Tighten the nut on the quick release until the lever becomes firm to close. Close the quick release lever by your palm or finger.

Adjusting the Seat Position and Angle

To change the angle and horizontal position of the seat:

1. Use a 6 mm Allen wrench to loosen the seat adjustment bolt on the clamp positioned underneath the seat, above the rear wheel. Do not remove the bolt fully.



2. Move the seat backward or forward to adjust the angle. A seat position horizontal to flat ground is desirable for most riders.
3. While holding the seat in the desired position, use a 6 mm allen wrench to tighten the seat angle adjustment bolt securely to the recommended torque value.

Recommended Torque Values

It is recommended that fasteners be tightened to the manufacturer's specification found below:

| Part | Required Torque (N*m) |
|----------------------------------|------------------------------|
| Front Wheel Axle Nuts | 40 |
| Rear Wheel Axle Nuts | 40 |
| Disc Rotor Mounting Bolts | 7 |
| Brake Lever Clamp Bolts | 7 |
| Brake Caliper Mounting Bolts | 7 |
| Shifter Clamp Bolt | 5 |
| Seatpost Clamp | 9 |
| SaddleRail Binder | 22 |
| Pedals | 35 |
| Bottom Bracket | 65 |
| Headset Parts | 34 |
| Stem Binder Bolt | 21 |
| Handlebar Stem Clamp Bolts | 10 |
| Handlebar Stem Quick Release | 7 |
| Rear Derailleur Cable Clamp Bolt | 4 |
| Rear Derailleur Mounting Bolt | 8 |
| Crank Bolts | 45 |
| Torque Arm Bolt | 7 |
| Fender Mounting Bolts | 6 |
| Rear Rack Mounting Bolts | 7 |
| Kickstand Mounting Bolts | 10 |
| Headlight Mounting Screw | 7 |
| Spokes | 160-180 (KGF) |

Serial Number



Your bike has a one of a kind serial number associated with it. The serial number is located on the head tube or on the bottom axis connecting the pedals.

Please locate the serial number on your bike and write it down on page 2 of this manual. You may be asked for your bike's serial number as a part of warranty requests. You may also be asked to provide this number to law enforcement in the event that your bike is stolen.

Battery

For your convenience, the Philodo battery can be removed.



Lock



Open



Remove the battery

1. The battery keys are hung on the cables in front of handlebar.
2. Insert the key into the keyport, open the battery lock. Carefully slide the battery upwards and lift it off the frame.

NOTE:

1. When the battery is removed, be careful not to drop or damage the battery. Avoid damaging the exposed connector terminals and keep them clear of debris.
2. When installing the battery, sliding the battery into the frame mount receptacle. Do not force the battery into the receptacle. slowly align and push the battery down into the receptacle.
3. Ensure the battery has been properly secured to the bike before each use. Pulling carefully upwards on the battery with both hands to test the security of the attachment of the battery to the mount.
4. Before each use, close the battery lock and remove the key. If the lock does not close or the key cannot be removed, the battery has not been properly installed.
5. Keep the keys properly. If the unique keys are lost, you will not be able to turn on the bike or replace the battery. If necessary, you should get more spare keys. We don't have a backup key.

Charge Your E-Bike

1. The battery can be charged while attached or detached from the bike. To remove the battery, see the previous remove battery section for details. You should plug your battery in when you first receive it to ensure it is fully charged prior to your first ride.



2. Remove the rubber cover on the charging port on the right side of the battery. Insert the charger output plug into the battery charging port.
3. Plug the charger into a power outlet. Charging should initiate and will be indicated by the LED charge status light on the charger turning red.
4. Once fully charged, the charging indicator light turns green. Unplug the charger from the power outlet first and then remove the charger output plug from the battery charging port. Avoid leaving the charger plugged in when the battery is fully charged.

WARN:

1. Do not leave your battery unattended while it is charging.
2. Do not charge the battery with chargers other than the charger provided by Philodo Bikes.
3. Only charge the battery indoors in dry spaces which are not excessively hot or cold.
4. Ensure there is no dirt, debris, or flammable items nearby when using the charger.
5. The charger will automatically stop charging once the battery reaches its full capacity.
6. Store the battery indoors in a dry space, away from heat or flame sources and out of direct sunlight.
7. The charger may get hot when charging. Use caution and avoid touching the body of the charger.

Keeping your battery safe and healthy

1. Do not submerge the battery in liquid of any kind.
2. Do not touch the terminals at the back of the battery.
3. Remove the battery from the bike if not in use for a long time.
4. The battery should not be excessively difficult to attach

or remove from the battery mount. Do not force the battery to avoid the risk of damage or personal injury.

5. Battery charging times may increase with battery age and usage.

6. Only grab the charger by the plug and not the cable when plugging and unplugging from the wall.

7. If you know you won't be using the battery for more than a few days, keep it charged at about 75% capacity. At 75%, the battery will degrade less than at higher charge levels.

8. Periodically check your battery's charge level about once per month and charge back up to 75% if necessary.

9. If you want to increase the number of cycles your battery will last for, charge your battery to 100% a few hours before you plan to ride it. For example, if you ride the bike and the charge level falls to 50% but you plan to use the bike again in a few days, wait until the night before you plan to use it again to charge it up to 100%.

10. When your battery has worn out and is no longer usable, dispose of your battery according to your country or district regulations. Country regulations regarding battery disposal vary so it is important you find out the rules in your country or district. Lithium Ion batteries cannot be put in with normal garbage.

[△ Lithium Ion batteries can be dangerous. Take care when using and charging your battery. Failure to follow the above guidelines could result in damage to property and/or serious injury. Contact Philodo Bikes immediately if you have any questions regarding battery safety.](#)

Preparing to Ride

Ensure all components are properly secured before riding otherwise serious harm or death could occur. All components should be torqued to the torque specified in the Recommended Torque Values section of this manual. Refer to the table of contents at the beginning of this manual for the page number of this section. This includes but is not

limited to: pedals, handlebars, handlebar clamp, cranks, seat, and seatpost clamp.

Make sure you can't twist the seat or stem out of alignment by hand.

Check to see if your saddle is positioned at the proper height. Sit on the saddle facing forward and place the ball of your foot on the pedal at its lowest point. Your leg should be mostly straight at this point with a slight bend at the knee. You should be able to pedal the bike without overextending your leg when the pedal is at its lowest point. Your legs may be overextended if it causes your hips to move side to side, which means the seat must be lowered.

Check that your suspension fork is properly adjusted for the terrain and your weight. The suspension fork will affect the handling of the bike, primarily when going over bumps and stopping. In some situations, it may be advantageous to lock out the suspension so it is fully rigid.

The suspension fork can be locked out so it is rigid, and the tension is adjustable. To adjust the suspension fork use the knob. To fully lock the suspension, turn the knob clockwise towards the "lock" direction indicated until it cannot be turned further.

To increase the stiffness, turn the knob clockwise towards the "lock" direction indicated. To make the suspension softer, turn the knob counterclockwise towards the "open" direction indicated.



OPEN



CLOSE

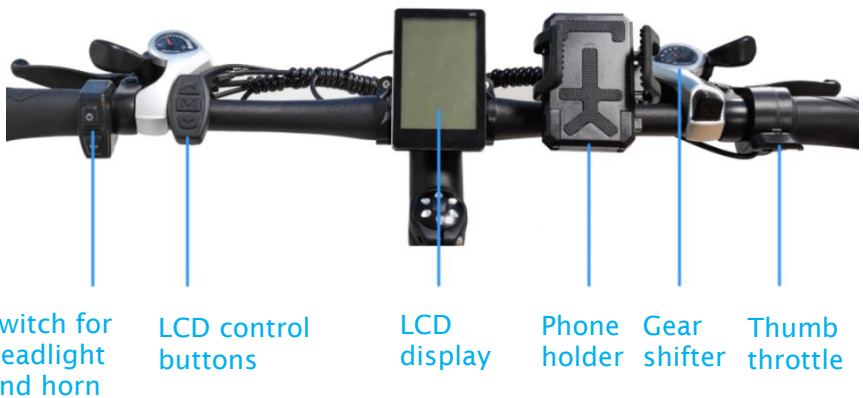
Operate Your E-bike

Make sure you read this entire manual before turning on and operating your eBike.

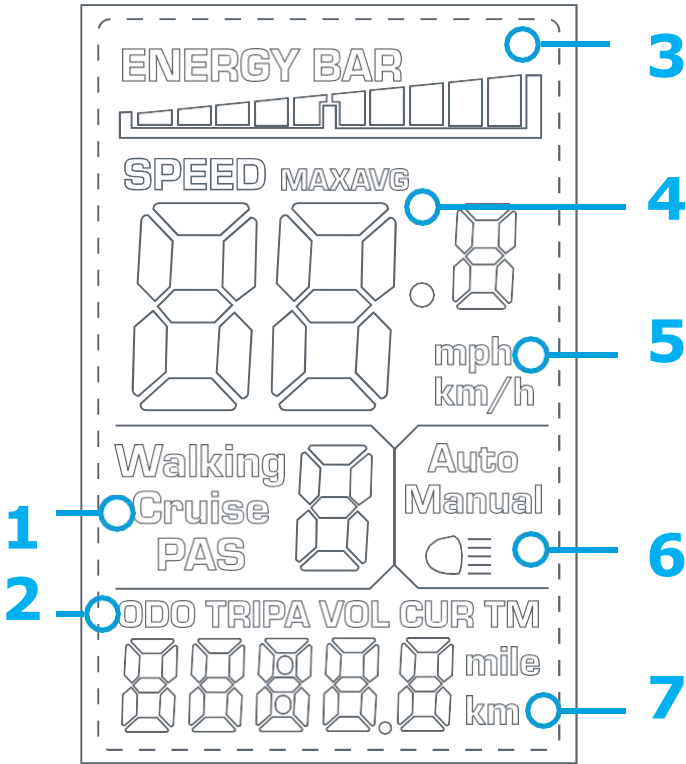
Now that your eBike is installed. It is almost time to start riding. The Philodo bikes are equipped with pedal assist, a twist throttle, and can also be used as a regular bike.

Before learning about how to operate your new eBike, it is important you know where all of the important controls are located. Below are photos showing where key controls and features are on your eBike.

Cockpit Instruments



LCD Display functions



- 1** Walk Mode, Cruise Control, and Pedal assist (PAS) Level Indicator
- 2** Odometer, Trip A, Voltage, Current, Trip Timer (TM) readouts
- 3** Battery level indicator bar
- 4** Maximum and Average Speed
- 5** Speedometer in MPH or KM/H
- 6** Light On/Off Indicator (No this function on P7 and H7)
- 7** Mile and kilometer indicators

Operating the LCD Display

| | |
|--|---|
| Turning the bike ON/OFF | Hold the power button until the display turns on |
| Increase Pedal Assist Level | Press up button |
| Decrease Pedal Assist Level | Press down button |
| Toggle Odometer, Trip, Voltage, Trip Timer (TM), Max Speed and Average Speed | Press the power button |
| Enter walk mode | Hold the down button |
| Enter cruise speed | Press and hold the throttle while holding the down button |

Notes: The trip meter will reset when the bike is powered off. The maximum and average speed will be calculated for a given trip, and will reset when the bike is powered off. When the bike has not been used for 10 consecutive minutes, the display will automatically shut down. The pedal assist and throttle features will no longer work when the display is turned off.

Walk Mode

In general, electric bikes are heavier than the non-electric counterparts. This makes walking the bike a more strenuous activity. To make walking the bike easier, Philodo bikes are equipped with walk mode. If you hold down the down button on the display control pad, the motor will engage at a speed similar to a slow walk. When walk mode is engaged, a “Walk” indicator will appear on the display. To deactivate walk mode, simply pull the brake levers to engage the motor inhibitors or press and hold the down button.

Cruise Control

Cruise control on Philodo bikes work similarly to cruise control on a car. To activate: hold the down button while pressing and holding the throttle. The bike will try to maintain a speed based on the position of the throttle

when cruise control was activated. For example, if the throttle is held all the way from its resting position (to a position that would normally maintain 20km/h) and the down button is held, cruise control will be activated and set at 20km/h. Even if the bike is currently going slower than 20mph, the bike will try to accelerate and maintain that speed because it was set based on that throttle position. To cruise at low speeds, only slightly press the throttle and hold the down button. Cruise control can be deactivated at any time by pulling the brakes or pressing the throttle again, or holding the down button. This will also cut power to the motor as it would during normal operation.

Display Settings

To change display settings, hold the up and down button simultaneously to enter into the advanced settings menu. In this menu, clicking the power button will toggle between each numbered setting. To adjust the value of each setting, click the up and down buttons accordingly.

| Setting | Function | Default | Explanation |
|---------|----------------|---------|---|
| P01 | Brightness | 2 | Backlight display brightness. The darkest level is 1, the brightest level is 3. |
| P02 | Distance Units | 0 | Distance Units. 0: KM; 1: MILE. |
| P03 | Voltage | 48 | Voltage of the motor. Do not change it. |
| P04 | Sleep | 10 | LCD Display sleep timer. With the default setting, the display will turn off after it has not been used for 10 minutes. |
| P05 | PAS Gear | 0 5 | The pedal assist level ranges 0 to 5. |

| Setting | Function | Default | Explanation |
|---------|---------------------|---|---|
| P06 | Tire Size | 26.0 on P7-26; 29.0 on P7-29; 26.0 on H7 | Tire size. Used by the electronics to compute speed and distance Traveled. Do not change it. |
| P08 | Speed Limit | 100 | Speed limit. Range is 0-100. 100 indicates no speed limit. 25 or value under 25 indicates that the maximum operating speed of the vehicle will not exceed 25km/h. If the max speed of the vehicle is 45km/h, input a value between 25 and 45, this value represents the maximum speed of the vehicle. Error: ± 5 km/h |
| P09 | Throttle Zero Start | 0 | 0: throttle active from standstill 1: throttle active only when already moving |
| P10 | Mode Toggle | 2 | 0: PAS Active, Throttle Inactive 1: PAS Inactive, Throttle Active 2: Both PAS and Throttle Active |
| P11 | PAS sensitivity | 15 | Sensitivity of PAS |
| P12 | PAS Strength | 1 | Strength of PAS mode. When set to higher numbers, the motor will come on stronger. On lower numbers, it will be more gentle. |

| Setting | Function | Default | Explanation |
|---------|----------------|---------|--|
| P17 | Odometer Reset | NA | Hold the plus button for 5 second to reset the Odometer. In some production batches, P16 represents this function. |

Ensure you do not change settings that are not listed in the table. Changing other settings may cause your bike to stop working properly. If you need the default settings for the advanced settings menu contact Philodo Bikes.

Changing the Top Speed

You must check your local laws and regulations to determine if it is lawful to ride this bike on public roads before adjusting the bike's top speed. Laws vary by trail, path, and road so be sure to check in each new location you will be riding.

To change the top speed of the bike:

1. Access the settings menu by pressing and holding the up and down buttons of the display simultaneously until the screen says "P01".
2. From here you can cycle through settings by hitting the power button of the display and adjust the settings by pressing the up or down buttons.
3. Please go to setting "P08" and change this setting from 100 to 25 (Suppose you want to adjust the maximum speed to no more than 25km/h).
4. Press and hold the up and down buttons on the control pad until the main screen is shown once again.
5. Power the bike off by holding the power button to save the settings you have just changed.

Battery Capacity Display

On the top of the LCD display, a battery indicator bar can be found which is labeled "energy bar". This battery indicator

shows the estimated charge left in the bike's battery. As the battery depletes, tick marks will begin to disappear according to approximately how much charge in the battery has been used. The various charge level indicator states are shown below. The battery display will flash when there is no charge remaining.

Note: The energy bar will not always be accurate. The energy bar updates every few minutes based on the current voltage of the battery.



TIPS WHEN RIDING TO INCREASE RANGE

To get the maximum range out of your bike there are some simple things you can do:

- Ride in a lower level of pedal assist
- Use lower assist levels and pedal when climbing hills
- Pedal when starting from a standstill
- Set your max speed lower than 25 km/h on the LCD display

The range the bike can go on a single battery charge can vary significantly between riders, terrain, wind conditions, user input, and additional payload weight.

Troubleshooting

If your bike is not operating normally, there are some simple steps that can be taken to remedy the situation quickly. There may or may not be an error code that pops up on the screen depending on the issue. Solutions to common problems, as well as error code meanings, can be found below. If you have any questions at all regarding the basic troubleshooting below, reach out to Philodo Bikes customer support.

| Symptoms | Possible Causes | Most Common Solutions |
|--|---|---|
| The bike does not work | <ol style="list-style-type: none"> 1. Insufficient battery power 2. Faulty connections 3. Battery not fully installed into frame mount receptacle 4. Improper turn on sequence 5. Brakes are applied 6. Blown discharge fuse | <ol style="list-style-type: none"> 1. Charge the battery 2. Clean and repair connectors 3. Install battery correctly 4. Turn on bike with proper sequence 5. Disengage brakes 6. Replace discharge fuse |
| Irregular acceleration and/or reduced top speed | <ol style="list-style-type: none"> 1. Insufficient battery power 2. Loose or damaged throttle | <ol style="list-style-type: none"> 1. Charge or replace battery 2. Replace throttle |
| The motor does not respond when the bike is powered on | <ol style="list-style-type: none"> 1. Loose wiring 2. Loose or damaged throttle plug wire 3. Loose or damaged motor 4. Damaged motor | <ol style="list-style-type: none"> 1. Repair and or reconnect 2. Tighten or replace 3. Secure or replace 4. Repair or replace |
| Reduced range | <ol style="list-style-type: none"> 1. Low tire pressure 2. Low or faulty battery 3. Driving with too many hills, headwind, braking, and/or excessive load 4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced | <ol style="list-style-type: none"> 1. Adjust tire pressure 2. Check connections or charge battery 3. Assist with pedals or adjust route 4. Balance the battery; contact customer support if range decline persists |
| The battery will not charge | <ol style="list-style-type: none"> 1. Charger not well connected 2. Charger damaged 3. Battery damaged 4. Wiring damaged 5. Blown charge fuse | <ol style="list-style-type: none"> 1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace 5. Replace charge fuse |
| Wheel or motor makes strange noises | <ol style="list-style-type: none"> 1. Loose or damaged wheel spokes or rim 2. Loose or damaged motor wiring | <ol style="list-style-type: none"> 1. Tighten, repair, or replace 2. Reconnect or replace motor. |

Error Codes

| Error Code | Meaning | Most Common Solution |
|-------------|---|------------------------------|
| E006 | Battery Undervoltage | Fully Charge Battery |
| E007 | Motor Fault | Check Motor Quick Plug |
| E008 | Throttle Fault | Check Throttle Quick Plug |
| E009 | Controller Fault | Check Controller Connections |
| E010 | Display Communication Reception Failure | Check Display Quick Plug |
| E011 | Display Communication Send Failure | Check Display Quick Plug |

Safety

Helmets and Local Laws

Always wear a helmet when riding your eBike. Ensure that the helmet fits your head and is securely tightened down. Before riding, read local laws and comply with all rules relating to cycling and eBiking in your area. If you attach a seat for children to the bike, they must also be wearing a properly fitted helmet at all times.

Pre-ride Safety Check and Inspection

Before each ride, make sure to inspect your eBike to ensure there are no loose fasteners or accessories. Make sure to specifically check that both the front and rear axles are secure. Also, make sure both the handlebar and the handlebar stem are not loose.

Check the tire pressure of both wheels before riding to ensure the tires are inflated to the recommended pressure printed on the side of the tire walls. Pull the brake levers to make sure your brakes are working properly and adjust if necessary. Ensure both your seat post and handlebar stem are inserted past their minimum insertions points as indicated by the markings on them.

Riding in Wet Conditions

This electric bicycle can withstand light rain and small splashes, but is not designed to be subjected to inclement weather, extremely heavy showers, or submersion in water.

Use caution when riding in wet conditions as it will take longer to use the brakes to slow down, and also when turning as the tires may slip. The electrical components on the bike are not waterproof. The entire bike has an IP rating of 54. Water damage is not covered under warranty.

Riding at Night

Riding at night comes with more risks than riding during the day due to decreased visibility so riders are encouraged to exercise increased caution. Before riding at night, make sure that reflectors are installed on your eBike. For increased visibility, also ensure the front headlight and rear tail light are turned on and adjusted such that other people on the road can see them clearly. Riders should wear bright colored clothing at night.

Max Weight

The bike can safely carry a total weight of 150 kg. If the rear rack is attached to the bike, the max weight it can hold is 30 kg. Therefore if you have a payload that is 30 kg the maximum rider weight is 120kg. Failure to adhere to these weight limits may invalidate your warranty, cause damage to the bike or rack, or cause serious injury to the rider. Note range and top speed will be affected by total weight being carried by the bike. **If you are over 120 kg you should lock out the suspension fork before riding.**

WARRANTY & DISCLAIMER

Philodo Bikes should be operated in accordance with the Philodo Bikes owner's manual provided with the bike. Philodo Bikes warrants to the original registered purchaser that Philodo Bikes shall be free from all defects in material and workmanship for a period of 12 months from the date of shipment, when used in accordance with the owner's manual and for the purpose intended. All other obligations and conditions or liabilities, including obligations for consequential damages, are hereby excluded. The warranty is non-transferable and only applies to the original owner. This warranty gives you specific rights and purchasers may also have other rights, which may vary by location. Damage caused by failing to adhere to instructions and warnings issued by Philodo Bikes is not covered under warranty.

Parts covered by the warranty: frame, forks, stem, handlebars, headset, seat post, saddle, brakes (excluding brake pads), lights, bottom bracket, crankset, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display (excluding damage due to water), kickstand, reflectors, and hardware. The battery warranty does not include damage from power surges, use of 3rd party charger, improper maintenance or other such misuses, normal wear, or water damage (including rust). Stolen bikes are not covered under warranty. Necessary precautions must be taken to ensure the bike and battery are not exposed to severe weather conditions. Exposure to very wet, hot, or cold conditions may void the warranty.

We will replace any parts deemed to have been damaged during shipping. Shipping damage must be reported to Philodo Bikes within 14 days of shipment arrival. This applies to all products including bikes and accessories. You will NOT be refunded as compensation for your time or efforts replacing damaged parts. Replacement parts will not be sent until photographic evidence has been provided to Philodo Bikes. Philodo Bikes may request additional documentation (such as video) to assist with accurately diagnosing the problem and processing the warranty

claim.

Items including the chain, tires, wheels, tubes, battery handle, brake pads, cables and housing, grips, and spokes are considered wear items. These items wear down with normal use and are not covered under warranty. You are responsible for replacing and maintaining these worn items.

Any unauthorized alterations or repairs are not covered and may void this warranty.

For warranty services, please contact Philodo Bikes online support by email at support@philodo.com. Bikes or parts returned without proper documentation may result in delayed service or denied warranty coverage. Warranty return shipping costs along with duties and taxes are the responsibility of the claimant. All unauthorized returns will be refused.

Note that your insurance policies may not provide coverage for accidents involving Philodo Bikes. To determine if coverage is provided, you should contact your insurance company or agent. Damage as a result of an accident is not covered under this warranty, and Philodo Bikes is not responsible for the repair or replacement of damaged bikes or parts.

Philodo Bikes reserves the right to change its warranty at any time and without notice.

Bike Performance Disclaimer

The bikes listed range and top speed are estimates (not guarantees) of expected performance. The performance will vary with rider weight, cargo weight, rider /cargo shape (both contribute to drag), terrain, tire pressure, brake adjustment, throttle vs PAS usage, pedal power, battery charge level, ambient temperature and wind conditions. Under certain conditions, it is possible to get ranges and top speeds that are different from the listed estimates.

Liability Disclaimer

Riding any kind of bicycle comes with inherent risks and dangers that cannot be predicted or avoided. These dangers could result in a serious accident, injury, or death of the rider. It is the sole responsibility of the rider to become properly educated and prepared to ride safely. Once in possession of the bike, Philodo Bikes strongly encourages and recommends that all customers have a certified and reputable bicycle mechanic complete a full inspection of each component on the bicycle to ensure it is safe for operation. Philodo Bikes makes no claims or guarantees that the brakes, battery, frame, motor, motor controller, LCD display, electrical cables, electrical cable housings, fasteners, grips, fork, stem, shifters, headset, seatpost, seatpost clamp, handlebar stem clamp, saddle, wheel hubs, handlebars, spokes, rims, tires, tubes, derailleur, freewheel, cassette, throttle, kickstand, lights, reflectors, hardware, bottom bracket, or any other part or accessory, will be properly secured and adjusted upon arrival. Before every ride fully inspect your bicycle to ensure everything is secured and adjusted properly.

Under no circumstances is Philodo Bikes responsible for any damage resulting from damaged, defective, or improperly secured parts. This includes, but is not limited to, damage to personal property, personal injury, or death.