



Luckeep MACHINIST M5

A guide to a assemble your Luckeep e-bike



Please read and understand this manual fully before assembling and riding your bike. If there is any problem please first contact us directly, we will give you a satisfactory solution, if through the Amazon reviews or feedback published problems we can not contact you and solve the problem, also do not need to contact Amazon customer service, Amazon customer service does not understand ebike's professional knowledge! Amazon customer service does not have any authority to help you with returns or exchanges!

Email: support@luckeebike.com Phone: + 1 (323) 448-7808

**“RIDE YOUR
LUCKEEP
E-BIKE AND
SEARCH
FOR TOURS &
TRAVEL
ACTIVITIES
AROUND YOU”**

-LUCKEEP INC

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Contact Information

WELCOME TO THE LUCKEEP USA FAMILY

Thank you for purchasing a Luckeeep ebike.

Please read this Owner's Manual carefully before setting up your bicycle and riding. You should become thoroughly familiar with the proper operation of your Luckeeep ebike, its features, capabilities, and limitations. To ensure a long, trouble free life for your Luckeeep ebike, provide it with the proper care and maintenance as described in this manual. Of course, it is not practical or possible to warn you about all of the hazards associated with operating or maintaining your Luckeeep ebike. For this, you must use your own good judgment. For replacement parts and accessories, you should always use Luckeeep-approved parts. As they have been specially designed for your bicycle and manufactured to meet Luckeeep demanding standards.

This manual should be considered a permanent part of your bicycle and should remain with the bicycle when it is sold. If you need any assistance, please do not hesitate to reach out to us.

Enjoy the ride!

Email: support@luckeeepbike.com

Website: www.luckeeepbike.com

Phone: + 1 (323) 448-7808

Youtube: www.youtube.com/@luckeeepBike

Instagram: www.instagram.com/luckeeepbike

Pinterest: www.pinterest.com/luckeeepbike1

Twitter: twitter.com/luckeeepbike

WhatsApp: <https://chat.whatsapp.com/D7sBIGO6gzwC0HDh31w0jh>

Facebook: <https://www.facebook.com/profile.php?id=61558013789591>

Tiktok: www.tiktok.com/@luckeeep_ebike

Whatsapp Group



Luckeeep official tech support

Facebook Group



Luckeeep ebike Social

About Manual

This manual contains details of the product, information on its operation and maintenance, and other helpful tips for owners. Read it carefully and familiarize yourself with the Luckeep Bike before using it to ensure safe use, reduce risk of damage and premature wear, and prevent accidents. Be sure to retain this manual as your convenient Luckeep Bike information source.

This manual contains many Warnings and Cautions concerning safe operation, and consequences if proper setup, operation and maintenance guidelines are not followed. All information in this manual should be carefully reviewed.



The safety grade color of Caution is orange, and if not avoided, may result in moderate or serious injury.



The safety grade color of Warning is red, and if not avoided will likely result in serious injury or death.

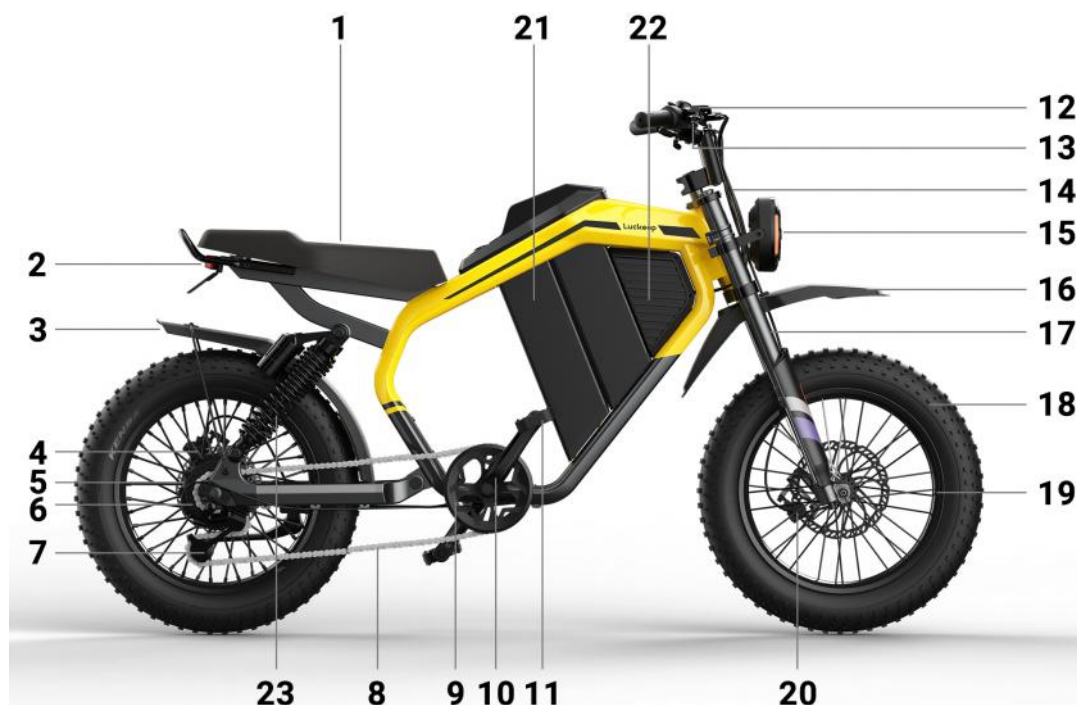
Users should also pay special attention to information marked in this manual beginning with

NOTICE

Because it is impossible to anticipate every situation or condition which can occur while riding, this manual makes no representations about the safe use of our bicycles under all conditions. There are risks associated with the use of any bicycle which cannot be predicted or avoided, and which are the sole responsibility of the rider. You should keep this manual, along with any other documents that were included with your bicycle, for future reference, however all content in this manual is subject to change or withdrawal without notice. Visit www.luckeepbike.com to download the latest version. Assembly and first adjustment of your Luckeep Bike requires special tools and skills, and it is recommended that this be performed by a trained bicycle mechanic if possible.

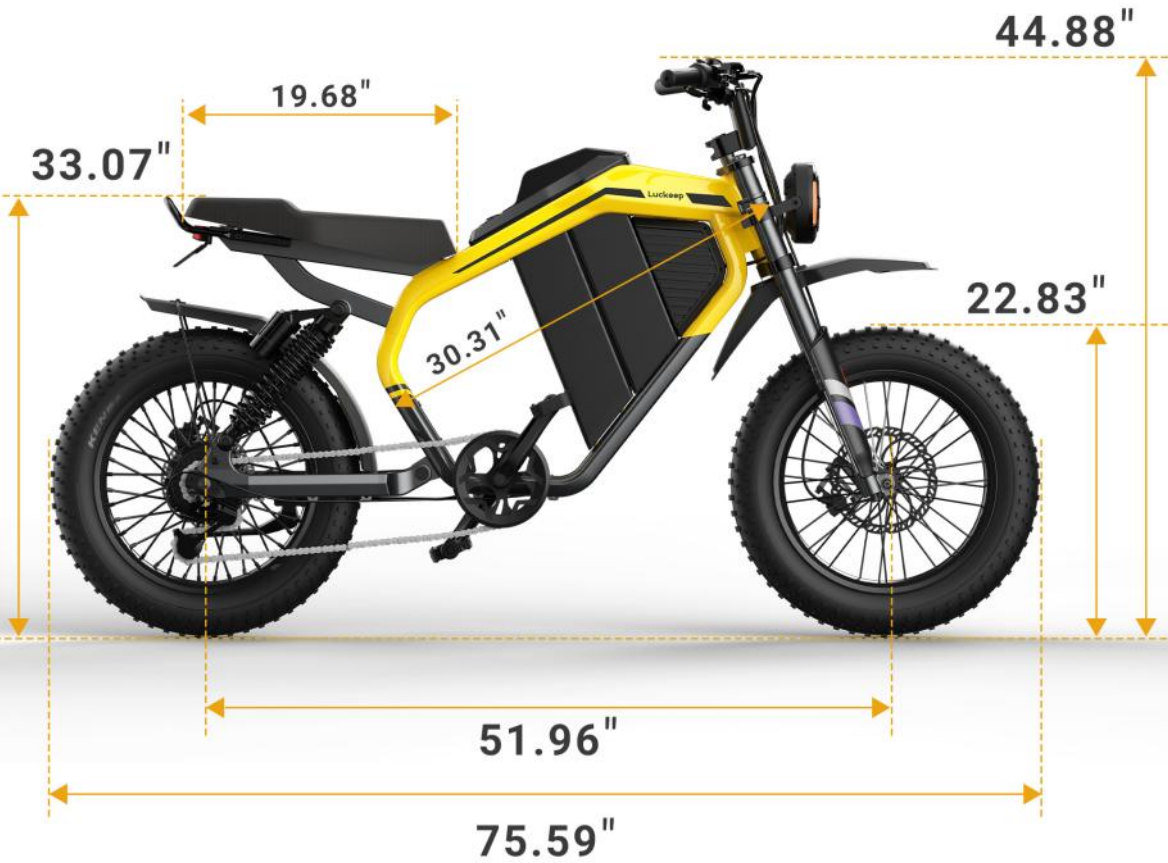
*The recommended minimum rider age is 16 and over, and the maximum rider age is 70 and under. Any rider who cannot sit comfortably on a e-bike should not attempt to ride it.

Bike Parts



- | | |
|----------------------------|-------------------------|
| 1. Saddle | 12. LCD Display |
| 2. Taillight & Turn Signal | 13. Shifter |
| 3. Rear Fender | 14. Cable Housing |
| 4. Rear Brake Caliper | 15. Headlight |
| 5. Hub Motor | 16. Front Fender |
| 6. 7-speed Freewheel | 17. Front Fork |
| 7. Derailleur | 18. Tire |
| 8. Chain | 19. Wheel |
| 9. Chain Wheel | 20. Front Brake Caliper |
| 10. Crank | 21. Battery |
| 11. Pedal | 22. Controller |
| | 23. Rear shock absorber |

Bike Size



Bike Specification

Model	M5	M5 Max	M5 Ultra
Frame Material	Aluminum Alloy		
Tire Material	Rubber		
Wheel Size	20"*4.0"		
Hub Material	Aluminum Alloy		
Power	48V 1000W	52V 1500W	52V 1000W+1000W
Components Included	Motor+Hub+Wheel+Spokes		
Saddle Material	Foam+Leather		
Speed Levels	7-speed		
Brake Type	Mechanical Disc Brake	Oil Brakee	Oil Brakee
Maximum Load Capacity	330LB		
Minimum User Height	62.99"		
Maximum User Height	86.61"		
Transmission Configuration	SHIMANO TOURNEY ASLTX50 7-speed		
Battery Pack Dimensions	16.14"*3.14"*4.52"		
Battery Capacity	48V 15AH	52V 20AH	52V 40AH
Does the Battery Have a BMS System	Yes		
Charger is How Many A	54.6*2A	58.8*3A	58.8*3A
Brake Disc Size mm	180*2.3mm		
How Many Types of Riding Modes Are There	Electric/Speed Sensor/Bicycle/Cruise Control		
Does It Have a Speed Cruise Control	Yes		
BatteryWaterproof Level	IP67		

What is in the Box

Packed Separately



Ebike*1



Pedals*1 Pair



Hex Wrench*1



Charger*1



13*15mm Wrench*1



14*16mm Wrench*1



Wrench*1



Hex Key*2



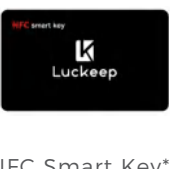
Battery Pack*1



User Manual*1



Battery Keys*2
(Tied to the handlebars)



NFC Smart Key*2

NOTICE:

1. Please **keep the original packaging** for at least 30 days!

2. Before assembling your bike, it's recommended to remove the battery for the reasons outlined below:

- Determine if there's battery drain or damage during shipping.
- Reduce the weight of the ebike to make it easier to maneuver the bike while assembling.
- Avoid battery damage during the assembly process.

Go to page [15](#) to learn about removing and charging the battery.

*Follow our Youtube channel [@luckeepBike](#) to watch bike assembly tutorials!



ASSEMBLY INSTRUCTIONS

Preparation: Please take out the e-bike from the box and remove all packaging. Then open the small parts boxes and get tools, parts, etc.

Unpack the Bike and Install the Handlebar

Step 1: Unpack the bike

Open the bike box. With the help of another person capable of safely lifting a heavy object, remove the e-bike from the bike box. Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible.



Step 2:

Loosen the bolts on your bike stem.

Step 3:

Loosen the screws of the display mount and then rotate it so that we have enough space to install the stem.

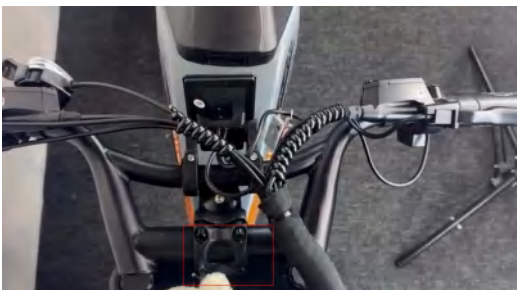


Step 4:

Then tighten the four screws on the stem in cross sequence.

Step 5:

Rotate the display to the proper position and tighten the screws of the display mounts.



Install Headlight

Step 1:

First, adjust the bracket to the front position, then tighten the screws.



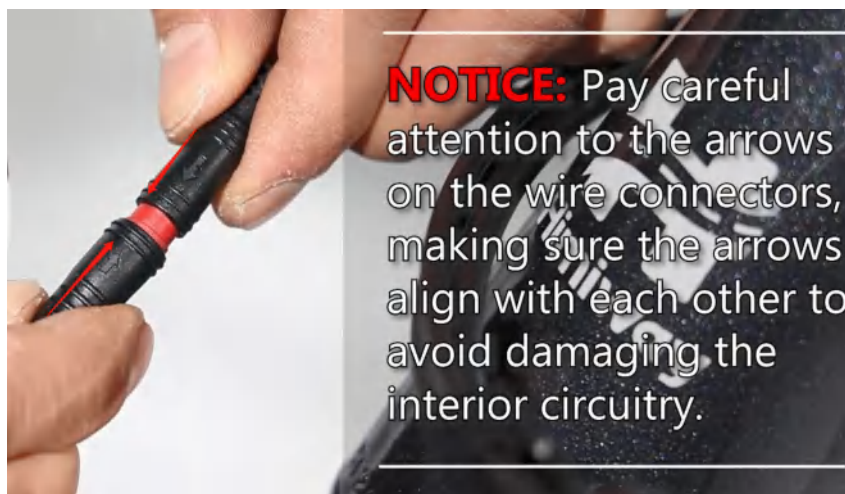
Step 2:

Remove the screws at both ends of the headlight, then slide the headlight into the bracket and tighten the screws.



Step 3:

Align the arrows and plug in the wiring.



Install Front Fender

Step 1:

Remove the screws from the shelf.

**Step 2:**

Take the front fender, install it on the bracket, then tighten the screws.



Install Front Wheel



Step 1:

Take out front wheel remove protective guard.



Step 2:

Remove fork protective bar and take out plastic insert from front wheel brake caliper. Pull out the red pad, which is used to protect the brake caliper.

WARNING: Do not use this protection bar to install the front wheels!!!!



WARNING: Do not pull the brake lever without having either the red pad or the brake disc inserted, as this will damage the hydraulic brake caliper.



Step 3:

Align the fork dropouts with the axle of the wheel hub, making sure the dropouts are fully seated on the axle. Also ensure the brake rotor is properly inserted into the caliper.



Install Front Wheel

Step 5:

Install the Front Hub Axle starting from the brake rotor side of the wheel, insert the front wheel hub axle into the front wheel and secure them into the front fork, Assemble the screws and washers in the correct order and tighten both sides of the screws.



Step 6:

Tighten the thumb nut until the Front Hub Axle is held in line with the axle.



Install Front Wheel

Step 7:

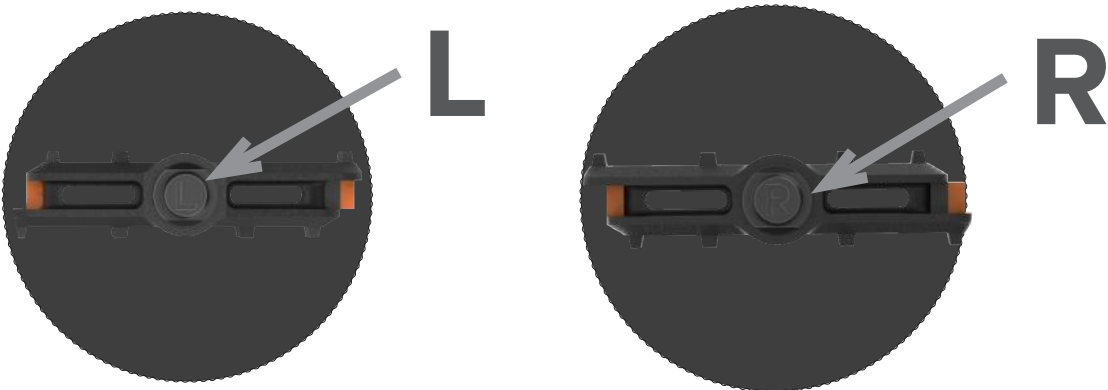
Rotate the front wheel. Make sure to fully close the Front Hub Axle lever on the front wheel and check the wheel balance in Pedal Only Mode. If you notice the riding is imbalanced or the rotation of the front wheel makes noise, it means the bolts were not completely tightened or not aligned horizontally.



Install Pedals

Step 1:

Make sure your pedals are installed on the correct side, as installing on the wrong side will damage the threads. Indicators for the right pedal (R) and the left pedal (L) can be found in the bottom of the pedal threads.



Step 2:

Before you install the pedals, apply a small amount of waterproof grease onto the spindle. Start threading the pedal on by hand to ensure the pedal is going in perfectly straight, rotating in the direction of the pointer shown on the crank. If it is not spinning smoothly, make doubly sure that you have the correct left or right pedal. After initial hand-tightening, finish tightening the pedals with a standard 15mm wrench .



Remove and Install the Battery

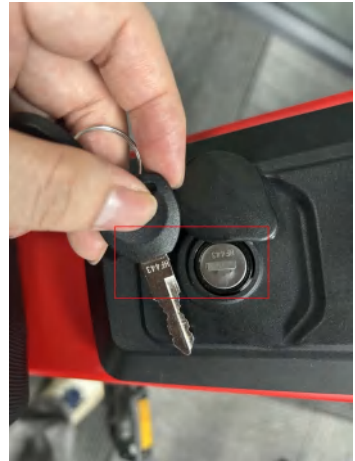
Step 1:

To unlock the ebike frame , start by sliding the switch labeled “open” to the right. Pull the latch while still holding the switch to the “open” position.



NOTICE: Please keep your key and its spare in a safe place. Once lost, they are difficult to copy. The key number correlates to the number on the keyhole (fig. 1). If you lose your key, please contact us and provide us with the numerical code from the battery lock so that we can manufacture a new key for you.

Step 2: Insert the electric bicycle key to open the cover, then unplug the charging connector and remove (or insert) the battery.



(1)



Safety Checklist

Safety Check	Basic Steps
Brakes	- o Test front and rear brakes for proper function. - o Ensure brake pads are not overworn and are correctly positioned in relation to rims. - o Make sure brake control cables are lubricated, correctly adjusted and display no obvious wear. - o Check that brake control levers are lubricated and tightly secured to handlebars.
Wheels and Tires	- o Inflate tires to within recommended limits displayed on sidewalls. - o Check for bulges or signs of excessive wear. - o Clean tires to ensure tread is exposed. - o Ensure rims run true and have no obvious wobbles or kinks. - o Check that all wheel spokes are tight and not broken. - o Check the wheel balance in Pedal Only Mode. If you notice the riding is imbalanced or the rotation of the front wheel makes noise, it means the bolts were not completely tightened or not aligned horizontally.
Chain	- o Check that chain is oiled, clean and runs smoothly. - o Use extra care in wet or dusty conditions.
Cranks and Pedals	- o Securely tighten pedals to cranks. - o Ensure cranks are securely tightened and are not bent.
Deraillleurs	- o Check that derailleur(s) are adjusted and functioning properly. - o Ensure shift and brake levers are attached to handlebar securely. - o Check all brake and shift cables for proper lubrication.
Motor Drive	- o Ensure hub motor is spinning smoothly and motor bearings are in good working order. - o Check that all power cables running to hub motor are secured and undamaged. - o Make sure hub motor axle bolts are secured and all torque arms and torque washers are in place.
Battery Pack	- o Ensure battery is charged before use. - o Check for any visible damage to battery pack. - o Lock battery securely to frame.

Safety Precautions

The following safety notes provide additional information on the safe operation of your Luckeep bike and should be closely reviewed. Improper operation, or failure to confirm correct installation, compatibility, and maintenance of any component or accessory may result in serious injury or death.

◆ Before Riding

- All users must read and understand this manual before first use. Additional manuals for components used on your bicycle may be provided and should also be read before use.
- Ensure you understand all instructions and safety notes/warnings.
- Follow the safety checklist on page **17** before first use and at regular intervals to ensure correct tightening and setup of your bicycle.
- Ensure the bike fits you properly before first use. Check local rules and regulations before riding.
- It is your responsibility to familiarize yourself with the laws and requirements of operation of this product in the area(s) where you ride.

◆ While Riding

- Always wear an approved bicycle helmet whenever using this product and ensure that all helmet manufacturer instructions are used for fit and care of your helmet. Failure to wear a helmet when riding may result in serious injury or death.
- Acceleration can be unexpectedly strong in pedal assist mode (Pedal Assist level 1-5), as when you pedal the motor assist will suddenly engage. Therefore, please pay careful attention when riding. We suggest you use Pedal Only Mode (Pedal Assist level 1) when you need to ride at a slow speed to cross roads, at intersections, or when pedestrian traffic is present, in order to avoid accidents caused by sudden acceleration.
- Make sure you securely close the quick-release lever of the front wheel, checking the wheel balance in Pedal Only Mode. If you notice the riding feels imbalanced, or the rotation of the front wheel makes noise, it likely means the bolts were not completely tightened or didn't align horizontally in the center.
- Off-road riding requires close attention and specific skills, and presents variable conditions and hazards which accompany the conditions.
- Wear appropriate safety gear and do not ride alone in remote areas.

After Charging

◆ After Charging

Please unplug the main power supply first by removing the plug from the power socket, then remove the DC port from the battery. You can then check the battery status on the display screen

NOTICE: If your battery displays abnormal charging behavior, such as:

- Longer-than-expected charge time
- Strange smell, smoke, or liquid emanating from battery and/or charger
- Overheating battery and/or charger

Please stop charging and contact Luckeep Bike immediately.

◆ Charging Tips

- The battery can be recharged on or off the bike
- A new battery may take longer to be fully charged when depleted.
- The charger will automatically stop charging once the battery pack is fully charged.
- You can recharge the battery after short rides as it does not have a memory effect.

◆ Precautions

- While charging, please keep your battery away from direct sunlight, liquid, dirt or debris, and metal objects. Do not allow the battery to be charged in environments under 14°Fahrenheit (-10° Celsius) and over 104° Fahrenheit (40° Celsius).
- Do not cover the charger when charging.
- Keep the battery away from children while charging.
- Make sure to only use an approved Luckeep Bike charger purchased directly from Luckeep Bike for your specific bike serial number.

Use steps

1. Make sure the battery is charged and tire is filled with enough air
2. Swipe the "NFC Smart Key" on the display to unlock and start ebike, or press the switch button next to the left handlebar.



3. Set the gears on the display to 1-5, turn the throttle to ride. Select a Pedal Assist (PAS) level using the plus(+) and minus(-) buttons. PAS 0 provides no motor assist. PAS 1 is the lowest level of assist and PAS 5 is the highest level of assist.



4. After riding, swipe the "NFC Smart Key" on the display to turn off the power.

Riding Modes & Riding Limitations

Riding Modes

◆ Pedal-assist

Pedal-Assist is an operating mode on e-bikes designed to engage the motor to assist, but not replace, your own pedaling effort. When you are operating your bike in the pedal assist mode, you can adjust the setting according to your preference. Luckeep has five pedal assist settings - ranging from 1 to 5.

- Higher pedal settings (L4/5) would be most helpful for those who want to ride faster with minimum effort. These settings are perfect for people who want to arrive fresh and timely at work, without being sweaty and exhausted.
- Lower pedal settings (L1/2) are popular for Luckeep riders to use after work, or when leisurely exercise is preferred. These are best to use on the way home from work, to refresh yourself and relieve stress accumulated throughout the entire workday. Moreover, lower settings can extend usable range for longer rides, maximizing enjoyment while minimizing physical stress and fatigue.

◆ Throttle-only

The throttle mode is similar to how a motorcycle or scooter operates, alleviating the need to pedal or providing an additional boost simply by twisting the throttle, which not only allows you to travel faster, but also reassures riders with extra power whenever needed, depending on traffic conditions and rider energy levels. If you are an adventurer who chases after speed and distance without compromising comfort or safety, the throttle-assisted Luckeep would be your perfect companion.

Riding Modes & Riding Limitations

◆ Pedal-only

In this mode, the Luckeep will perform like a normal bike, as you'll be riding without any assistance from the motor. This mode is especially useful if you run out of battery, or are looking for more intensive resistance training.

We suggest that you select a lower assistance level when you first ride your Luckeep Bike. After becoming more comfortable with the riding characteristics of our e-bike, and more familiar with the varying range requirements of your most common destinations and commuting routes, you can then make any needed adjustments to pedal assist settings, as well as throttle use frequency, riding position, etc.

Riding Limitations

Following are some limitations needing riders' careful attention to ensure the hub motor does not overheat or become damaged from excessive loading:

- Use the pedals to assist the motor when climbing hills and accelerating from a stop.
- Avoid sudden starts and stops.
- Generally accelerate at a moderate pace, rather than aggressively.

Parking & Transport & Carrying Loads & Cargo

Parking & Transport

Follow these basic parking, storage, and transport tips to ensure your bike is well cared for, both on and off the road:

When walking with the bike, turn off the power to avoid accidental acceleration, or use Walk Mode. Though our bikes are water resistant (IPX5 Water Resistance), please do not park your bike outdoors in cold or inclement weather for extended periods. When parking, switch the power and any lights off to conserve battery, remove the key from the bike, and ensure the battery is secured and locked to the frame.

In public places, help keep your Luckeep Bike safe and secure from theft by always locking it up. Make sure to not park, store or transport your Luckeep Bike on a rack that is not designed for the size and weight of the bike. When storing or carrying your bike on a rack for transport, remove the battery to reduce the weight and make lifting or loading easier.

Carrying Loads & Cargo

Total Payload Capacity of Luckeep:
330 lbs

◆ Cargo Safe Operation Tips:

The following list provides important tips for the safe operation of the Luckeep when used for carrying cargo:

1. Make sure to load the cargo as low as possible to lower the center of gravity and improve stability.
2. Ensure your loads are properly secured and periodically check that nothing has loosened.
3. Plan your route accordingly when cargo is loaded on the Luckeep, considering hill climbing ability, steering, and braking. Also account for moderately reduced range when carrying extra cargo weight (or an additional passenger).
4. Try to get a feel for the cargo load in a flat and open private area before riding on public roads.
5. Make sure to not use the front brake by itself, with or without cargo. Always apply the rear brake first followed by the front brake. Failure of the front fork or loss of control is possible when the front brake is operated independently, especially at higher speeds.
6. The kickstand is not designed to hold the bike upright with cargo by itself, always manually hold the bike upright when loading or carrying cargo.

Safety and Care Instructions

Safety and Care Instructions

To ensure safe riding conditions and maximize e-bike longevity, you must follow the guidelines outlined below:

- To clean the e-bike, wipe the frame with a damp cloth soaked in a mild, non-abrasive, non-corrosive detergent mixture. Wipe or spray all unpainted parts with anti-rust treatment after being used in coastal areas or areas with salty air or water.
- Never immerse the bike or any components in water, as the electrical system may be damaged. If the hub and bottom bracket bearings have been submerged in water, they should be removed and re-greased (this will prevent accelerated bearing deterioration).
- Periodically check wiring and connectors to ensure there is no damage, and the connections are secure.
- Store under shelter, avoiding extended exposure to cold or inclement weather. If exposed to rain or excess moisture, dry your bicycle afterward and apply anti-rust treatment to the chain and any other unpainted steel surfaces.
- Regularly clean and lubricate all moving parts, tighten components and adjust as required.
- Your cables, spokes, and chain will stretch after an initial break in period of 80-160 km, and additionally bolted connections can loosen with time and usage. Therefore, we suggest you contact a certified bicycle mechanic every two months to ensure your bike is safe and problem-free for years of use.
- If the paint has become scratched, or the metal chipped, use touch-up paint to prevent rust (clear nail polish can also be used as a preventative measure).
- Damage from corrosion is not covered under warranty, therefore special care should be given to protect and extend the life of your bike.

Maintenance

◆Battery Maintenance

1. Don't fully drain your battery. Turn off the power when the battery charge is low.
2. Fully charge the battery after each use, no matter how much power is used. This will prolong the battery life. If the battery is not used for a long time, store the battery with a full charge and charge it once a month.
3. The Luckeep Bike can be safely ridden in light rain. However, riding through very heavy downpours or through flooded streets is not recommended, as the crank and/or motor can get wet, which may cause problems.
4. Keep the battery away from open flame or a high-temperature heat source. Do not expose the battery to direct sunlight or recharge immediately after use in high-temperature weather.

◆Motor Maintenance

1. Please check your motor frequently and tighten any loose screws or nuts, to prevent the vehicle from breaking down due to disconnected wires.
2. The brushless motors are not waterproof, so avoid riding through water deeper than the lower edge of the electric wheel hub to avoid motor failure.

◆Chain Maintenance

1. We recommend cleaning the chain after each ride, especially in rainy and humid environments. Use a dry cloth to wipe the chain and its accessories clean. Use a brush to remove sand and dirt stuck in the chain, along with use warm soapy water if needed. Do not use strong acidic or alkaline cleaning agents (such as rust remover), because these chemicals can damage the chain.
2. Apply lubricating oil after cleaning to avoid rust. First, make sure the chain is dry, and then apply the lubricating oil into the bearings.
3. To prevent unnecessary chain wear, try to maintain a vertical chain position when shifting gears (do not use the smallest gear with the smallest flywheel, or the largest gear with the largest flywheel, etc.).

Maintenance

◆Front Fork Maintenance

1. Always use a clean, oil-free lint-free cloth with plain or soapy water to clean your bike. To prevent water from flowing into the front fork, you can turn the bike upside down. Dry with a lint-free towel after washing. Pay specific attention to the inner tube and the dust seal to reduce wear and prevent thinning of the inner tube, which can lead to significant damage if the aluminum is exposed to air.
2. We recommend using a front fork dust cover to protect the inner tube of your front fork. This prevents dust from entering as well as hard objects from hitting the inner tube.

◆Brake Maintenance

1. **Pad replacement:**

Pads should be replaced if they become contaminated or have less than 2.5mm thickness. (Metal plate & wear material)

2. **Before riding:**

Check the pads for wear or contamination.

Check the hose for cracking, wear or deformation. Replace if necessary.

Check if the brake system is operating correctly.

3. **After riding:**

Check the pads for wear or contamination.

Check the hose for cracking, wear or deformation. Replace if necessary.

Check if the brake system is operating correctly.

Troubleshooting

Basic troubleshooting

Symptoms	Possible Causes	Most Common Solutions
The bike does not work	1. Insufficient battery power 2. Faulty connections 3. Battery not fully seated in tray 4. Improper turn on sequence 5. Brakes are applied 6. Blown 40a discharge fuse	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 40a discharge fuse
Irregular acceleration and/or reduced top speed	1. Insufficient battery power 2. Loose or damaged throttle 3. Misaligned or damaged magnet ring	1. Charge or replace battery 2. Replace throttle 3. Align or replace magnet ring
The motor does not respond when the bike is powered on	1. Loose wiring 2. Loose or damaged throttle 3. Loose or damaged motor plug wire 4. Damaged motor	1. Repair and or reconnect 2. Tighten or replace 3. Secure or replace 4. Repair or replace
Reduced range	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 5. Brakes rubbing	1. Adjust tire pressure 2. Check connections or charge battery 3. Assist with pedals or adjust route 4. Balance the battery; contact Tech Support if range decline persists 5. Adjust the brakes
The battery will not charge	1. Charger not well connected 2. Charger damaged 3. Battery damaged 4. Wiring damaged 5. Blown charge fuse	1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace 5. Replace charge fuse
Wheel or motor makes strange noises	1. Loose or damaged wheel spokes or rim 2. Loose or damaged motor wiring	1. Tighten, repair, or replace 2. Reconnect or replace motor.

LUCKEET -Limited Warranty Terms

This Limited Warranty ("Warranty") is issued by Luckeet. It applies to the products listed below purchased in the U.S. or Canada on or after May 15, 2023 (the "Product(s)") and is provided at no extra charge. Your rights under this Warranty are in addition to and separate from your legal rights as a purchaser of the Product which may vary state in the United States. This Warranty does not affect these rights.

Before your first ride, please read the manual(s) provided with each Product. They contain important safety information and information about assembly, use, and maintenance.

Luckeet also recommends registering your Luckeet bicycle upon purchase at www.luckeetbike.com. While registration is not required to take advantage of this Warranty, it will allow Luckeet to provide you with better service in the future.

As explained in more detail below, Luckeet warrants the Products for a limited time from the date of original retail purchase against defects in materials and workmanship when used normally in accordance with Luckeet's published guidelines. The guidelines include, but are not limited to, information contained in technical specifications, user manuals and service communications. "Original retail purchase" means the Product was purchased new for the first time from an Authorized Luckeet Retailer or directly from Luckeet. Partial warranty coverage can be transferred to subsequent owners, as detailed below.

30 DAYS SATISFACTION GUARANTEED RETURN POLICY

If you are unsatisfied with your purchase, Luckeet's return policy allows you to return the product purchased on the authorization Channel within 30 days counting from the date of receipt of shipment, and request a refund from the authorization Channel.

Note: Express shipping cost is non-refundable.

To be eligible for a return, your item must be in the same condition that you received it, unworn, unused, and the bike must have less than ten (10) miles on the odometer, be free of any wear and tear, dirt, dust, fragrance, or any other signs of use and must include all items that were inside the box (charger, keys, hardware, etc.).

Over 30 days: Return is not acceptable; Accept exchange new product or partial refund.

LUCKEEP -Limited Warranty Terms

We will deduct the shipping fee or restocking \$250/pc when we are making a refund for non-defective products and non-longer needed products.

Received products that have damage determined to have been caused by the end-user maybe pay for the cost of damaged parts or subject to denial of the return request.

PRODUCTS COVERED

If you are the original retail purchaser of the Products, the following applies:

1. Luckeep-branded frames and framesets: Luckeep warrants the structural integrity of the frame or frameset to the original retail purchaser for a period of one (1) year from the date of original retail purchase. Paint and graphics are not included in this definition. Frameset means an Luckeep-branded frame equipped with a Luckeep-branded rigid fork. Suspension forks and suspension parts are not included in the definition of frame or frameset.
2. Luckeep-branded components, equipment and paint and graphics on Luckeep-branded frames and framesets: 1-year Warranty from the date of original retail purchase. This includes, for example, parts such as motors and other drive system components on electric bicycles.
3. Luckeep-branded batteries equipped on electric bicycles: 1-year Warranty from the date of original retail purchase or up to 300 charging cycles, whichever occurs first. The batteries are designed to retain up to 70% of their original capacity during that time.

If you are a subsequent owner, meaning you are the second or later owner, and not the original retail purchaser, the following applies:

1. 1-year Warranty from the date of original retail purchase for the following Luckeep-branded Products: frames and framesets, components, equipment. Paint and graphics are not included in this definition. This also includes parts such as motors and other drive system components on electric bicycles.
2. Luckeep-branded batteries equipped on electric bicycles: 1-year Warranty from the date of original retail

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purchase or up to 300charging cycles, whichever occurs first. The batteries are designed to retain up to 70% of their original capacity during that time.

- ⌘ The Limited Warranty is expressly limited to the replacement of a defective lithium-ion battery (the “battery”), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket,crank set, pedals, rims, wheel hub, flywheel, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a “covered component”).
- ⌘ The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

Luckeeep-branded accessories and items not otherwise specifically covered: Please refer to the following content (Suitable for all original retail purchaser and subsequent owner)

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Warranty scope and period

Item	Parts	Guarantee time	Service
Basic parts	Frame	12 months	Natural deformation, open welding, desoldering fracture phenomenon, quality problems caused by poor manufacturing can be replaced. Self-modification, collision damage, etc. are not warranted.
	Fork, Handlebar, Stem, Rims,Seat post	12 months	
	Kickstand, Saddles, Fenders, Safety hook, Seat clamp, Stem clamp, Frame clamp, Pedals, Brakes, Brake discs, Brake levers	3 months	collision damage of spare parts, etc. are not warranted.
	Crank set, Front arm set, Wheel hub, Spokes, Shifter, Derailleur, Flywheel, Bottom bracket, Shock Absorber, Wiring harness	6 months	Man-made damage, self-modification, collision damage of parts and accessories are not warranted.
Electrics parts	Controller	12 months	Short circuit, burnout, performance failure due to poor manufacturing can be replaced. Water, disconnection, and man-made damage are not warranted
	Charger, Main wiring harness	12 months	
	LCD display, Throttle, Controller cover plate	6 months	
	Headlights, Taillights, Power-off brake levers, Switches	3 months	

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Motor parts	Motor, Hall, Bearing	12 months	Phase loss, Hall element burnout, demagnetization, abnormal bearing noise can be replaced. Breakage, water ingress are not warranted.
Battery	Lithium battery	12 months	Replace the battery due to faults such as broken grids, no power storage, and less than 70% original capacity. No warranty for water ingress or man-made damage. Due to the problem of battery life and capacity, we need to send it back to our after -sales office for detection

THIRD-PARTY COMPONENTS ON LUCKEEP-BRANDED

BICYCLES

There may be an applicable warranty from the third-party manufacturer for non-Luckeeep components, such as drivetrain, brakes, or suspension parts. For Warranty information for third-party components please visit the manufacturer’s website for more information of these products. Third-party components are not covered by this Warranty. Your Authorized Luckeeep Retailer will be able to provide you with more information.

SUBSEQUENT OWNER CONDITIONS

Yes. The warranty period is always calculated from the date of original retail purchase and Luckeeep needs to be able to determine when and where the Product was purchased originally. Proof of purchase should be obtained from the original owner or the Authorized Luckeeep Retailer who sold the Product.

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WARRANTY LABOR

You will not be charged for labor incurred in the processing of Warranty for one year from the original retail purchase date.

TERMS OF WARRANTY

To take advantage of this Warranty, a dated proof of original retail purchase must be presented to Luckeep. Proof of original retail purchase is needed whether you are the original retail purchaser or subsequent owner. In all events, Luckeep reserves the right to limit warranty service to the country where the Product was purchased. During the duration of the Warranty, Luckeep will either repair the Product or, at Luckeep's option, replace it with the same or most similar Product then available. That is because we do not keep inventory forever, so we may not have the exact replacement part or exact color available. If the Product is replaced, it needs to be returned to Luckeep before the replacement is provided unless otherwise agreed to by Luckeep in writing. You will not be charged for shipping the Product to Luckeep or receiving any replacement product incurred in processing the Warranty.

Proofs of purchase and photos or videos of the damaged product are required with any warranty request.

UNCOVERED ITEMS

This Warranty is void under the following circumstances and does not apply to damage caused by any of the following occurrences:

Improper assembly or installation

Crash, neglect, improper repair, improper maintenance, or other abnormal, excessive, or improper use

Corrosion

Improper alteration or installation of components, parts or accessories not originally intended for or compatible with the Product; or

Failure to perform maintenance or service at appropriate intervals in accordance with the written instructions provided with the Product. If you are unsure if it covered, please contact customer experience.

WEAR AND TEAR

Wear and tear refers to damage that naturally and inevitably occurs

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as a result of normal riding. For example, your cassette and chain will, even if properly maintained, eventually wear out requiring replacement. The same applies to scratches and other potential damage to the paint or graphics of your bicycle that can result from normal use and exposure to the elements. Your bicycle may over time also develop minor creaks or other noises while riding which usually means it requires maintenance. Wear and tear items are not covered by this Warranty. The following is a non-exhaustive list of other typical wear and tear items not covered by this Warranty:

1. Tires
2. Tubes
3. Cables and housing
4. Bearings
5. Brake Pads
6. Chains
7. Free Hub Bodies
8. Handlebar Grips
9. Rubber moving parts
10. Spokes
11. Sprockets
12. Stripped threads/bolts
13. Tools
14. Transmission gears

WARRANTY PROCESS INITIATION

The first step is to contact customer experience or an Authorized Luckeep Retailer, depending on where the original purchase occurred. Your retailer or representative will inspect the Product and contact you for next steps. Contact your original Authorized Luckeep Retailer or if purchased online, a form can be filled out (Warranty Form).

SHIPPING DAMAGE COVERAGE

Damage to a Product during shipping is not covered by this Warranty. Notwithstanding such limitation, Luckeep agrees to replace such damaged Products if you:

Notify Luckeep of damage to a Product in the shipping process within 7 days of the date of your receipt of the Product.
Promptly provide Luckeep with dated pictures and/or a video of the

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damaged Product

Return all original packaging and paperwork included with the Product. Inspect the Product immediately upon receipt of the Product; or Note in clear detail any immediately recognizable damage to the Product on the shipper's Bill of Lading prior to signing off on the shipment of the Product. If you choose to set up your own independent shipping method, such as use of a freight forwarder or other similar service, Luckeep will not be responsible for the replacement of any Products damaged during such shipping method.

NOTICE: we will not accept Shipping Damage Claims later than 7 days from receipt of products.

CLAIMS PROCESS

CLAIMS UNDER THE WARRANTY MUST BE TIMELY MADE DIRECTLY at Your point of purchase in Your country. For online purchases, please contact us at +1 (323) 448 7808/ support@luckeepbike.com or by logging in to Your account. Original proof of purchase is required. We advise that You keep the product box, as a fee will be charged for replacement boxes.

Luckeep will not replace any part without first seeing photos or video of the damaged product. Customers must provide this evidence by email or Phone

Attention: Luckeep will offer free components and replacement parts (while shipping fees are not included), and any installation fees

will not be covered by Luckeep without the after-sales team's authorization.

DISCLAIMER OF IMPLIED WARRANTIES

THIS IS A FULL AND COMPLETE STATEMENT OF LUCKEEP'S WARRANTY FOR THE PRODUCT. NO OTHER REPRESENTATION OF ANY KIND BY ANYONE SHALL CREATE ANY WARRANTY REGARDING THE PRODUCT. LUCKEEP'S LIABILITY UNDER THIS WARRANTY SHALL TO THE FULLEST EXTENT PERMITTED BY LAW BE NO GREATER THAN THE AMOUNT OF THE ORIGINAL PURCHASE PRICE AND IN NO EVENT SHALL LUCKEEP BE LIABLE FOR INCIDENTAL OR

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CONSEQUENTIAL DAMAGES OR LOSSES. THIS LIMITATION DOES NOT EXCLUDE LIABILITY FOR DEATH OR PERSONAL INJURY CAUSED BY LUCKEEP'S NEGLIGENCE.

TO THE EXTENT PERMISSIBLE UNDER APPLICABLE LAW, LUCKEEP HEREBY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE FOR THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

Some states, provinces, or countries do not allow the exclusion or limitation of incidental or consequential damages or warranties, so the above limitations or exclusions may not apply. If it is determined by a court of competent jurisdiction that a certain provision of this Warranty does not apply, all other provisions shall remain in full force and effect.

For questions concerning warranty, contact your Authorized Luckeep Retailer or Luckeep. You can find up-to-date contact information for your market at www.luckeepbike.com.



LUCKEEP INC

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