

# **iGO**



**Elite II**

## **USER MANUAL**

**PLEASE READ THIS MANUAL BEFORE OPERATING**

AND WATCH THE FULL ASSEMBLY  
INSTRUCTIONAL VIDEO AT:

[www.iGOelectric.com/buildmyelite2](http://www.iGOelectric.com/buildmyelite2)

IF YOU HAVE ANY ISSUES WITH YOUR BIKE PLEASE  
**DO NOT RETURN TO PLACE OF PURCHASE**

**PLEASE CALL**

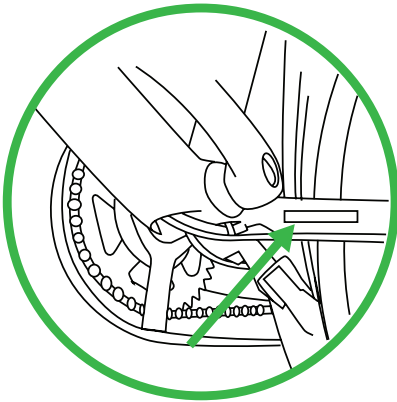
iGO Customer Service / Technical Support Toll-Free Number

**1 866 996 6686**

Mon - Fri 9:00 am - 5:00 pm EST

## FRAME NUMBER / VIN NUMBER

The frame number is located on the left side of the frame, down below the bottom bracket, under the barcode. You will need the frame number of the electric bike in order to register your electric bike for warranty purposes.



ATTENTION! Your bike may differ from the illustrations in this manual.



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

Note:

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



## Congratulations!

You are the proud owner of an iGO electric bike. We have taken great steps to create an incredible product and hope you enjoy riding it as much as we did creating it. With the help of our electric bike your riding experiences will be extremely pleasurable and memorable and hope you will explore many new surroundings. The electric bike is equipped with electronic pedal assistance which guarantees a completely new way of cycling. Whether you use the electric bike for commuting, shopping or just a leisure ride, you will do so comfortably and confidently on your new iGO.

Chances are that you have not previously owned an electric bike with pedal assistance. For that reason iGO has compiled a comprehensive user guide for you. iGO encourages you to read through it carefully before riding your new electric bike to obtain a full understanding of your electric bikes features.

For more information, please visit our website at [www.igoelectric.com](http://www.igoelectric.com).

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

Sincerely,



T: 1 866 996 6686

@: [support@iGOelectric.com](mailto:support@iGOelectric.com)

ADDRESS:

1300, 55<sup>TH</sup> AVE.

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LACHINE, QC

CANADA

H3T 3J8

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**PLEASE READ IMPORTANT BATTERY STORAGE  
INFORMATION ON PAGE 13**

**IMPROPER STORAGE OF YOUR BATTERY COULD RESULT  
IN TOTAL BATTERY FAILURE**

# Display & Functions

The battery must be installed in the electric bike for the display to function. Make sure that the battery is locked into the battery rack. It is not necessary to keep the key in the lock while riding

Turn the power on by pressing the 'MODE' Button for 2 seconds.

## Buttons



'MODE': Powers electric bike ON/OFF, Toggles through display modes



'PLUS': Pedal assist level up, Turns on lights when held for 2 seconds



'MINUS': Pedal assist level down, Walk assist when held



## Information on the screen

23.6

**SPEED**  
(km/h or mph)



**ASSISTANCE LEVEL**  
(0 - 9) Mode 0 = No assistance



**BATTERY INDICATOR**  
5 Bars = Full Battery

ODO

**ODOMETER**  
Total distance traveled

TRIP

**TRIP ODOMETER**  
Distance traveled since last reset

TIME

**TIMER**  
Time since electric bike was last turned on



**LIGHT INDICATOR**  
Appears when lighting system is turned on



**FAILURE**  
See page 9 for error code descriptions

## Controls

### Turning the electric bike ON/OFF

Press and hold the 'MODE' Button for 2 seconds to turn the electric system on or off. The control panel can only be used when the battery is connected to the electric bike. If the system is not used for a duration of 10 minutes, it will shut itself off to conserve battery.

### Selecting the display options

Press the 'MODE' button to cycle through the different modes of the display. Speed/Trip Distance/Trip Time/Max. Speed/Average Speed/Motor Power

### Adjusting the pedal assistance levels

Use the 'PLUS' and 'MINUS' buttons to select the different levels of pedal assistance. (0 - 9)

Power level 9 gives the strongest assistance from the motor.

In power level 0 the motor does not provide any pedal assistance or throttle but you will still be able to use the lights and functions of the display.

NOTE: The battery will run out of power quicker when using a higher level of pedal assistance.

### Throttle

Your bike is equipped with an on demand throttle on the left grip. The throttle can only be used within pedal assist levels 1 through 9. Level 0 is for conventional non electric riding. Regardless of the power assist level you select the throttle is capable of taking you to top speed. You can use the throttle along with the pedal assist or on its own.



#### **ATTENTION**

**YOU MUST ALWAYS WEAR AN APPROVED BICYCLE HELMET  
WHEN RIDING AN ELECTRIC BIKE**



## Lighting

With the electric bike's power on, hold the 'PLUS' button for 2 seconds to turn on the lighting system. This will turn on the backlight for the display, as well as the front and rear lights. Holding the 'PLUS' button for 2 seconds again will turn the lighting system off.

NOTE: The lighting system is powered through the electric bike lithium-ion battery.

## Walk Assist

Hold down the 'MINUS' button to initiate walk assist mode. The bike will move at a steady pace of 6km/h - intended to facilitate walking with the bike up ramps or light slopes, parking etc. - until the 'MINUS' button is released.



### ATTENTION

DON'T EVER USE YOUR MOBILE DEVICE WHILE RIDING  
DON'T EVER TEXT WHILE RIDING

## Settings Menu

Hold down both the 'PLUS' & 'MINUS' button for 2 seconds to enter the Settings Menu.

The Settings Menu will allow you to change certain parameters of your electric bike.

Once in the Settings menu the word mode display will begin to flash, pressing the 'Mode' button will allow you to cycle through the different settings. The 'PLUS' and 'MINUS' buttons will allow you to change the values of those settings.

Holding the 'MODE' button again for 2 seconds will save the settings and exit the Settings Menu.

### Set 1: Resetting the Trip Odometer

The flashing 'tC' represents 'trip distance clearance'. Use the 'PLUS' & MINUS' buttons to toggle between 'y' to clear the current value and 'n' (the default option) to keep current recorded distance. Press 'MODE' to save this setting and proceed to next setting option.

### Set 2: Backlight Contrast Setting

The flashing 'bL' represents 'backlight contrast settings'. Use the 'PLUS' & MINUS' buttons to toggle between values 1, 2, & 3 (1 dimmest light, 3 brightest light). Press 'MODE' to save this setting and proceed to next setting option

### Set 3: Choosing km/h or mph

The flashing 'U' represents 'units'. Depending on your location, you will want to have the information on the screen displayed in the proper unit. the values are:

1 = mph

2 = km/h (default)

Pressing the 'PLUS' or 'MINUS' buttons while in this mode will allow you to switch between values 1 and 2 to have the information displayed in kilometers or miles.

Press 'MODE' to save this setting and return to the first option or hold 'MODE' for 2 seconds to exit the settings menu

## Error Codes

If an issue should occur with your iGO Elite electric bike an error code will appear on your display.

In the event of an error code, verify all electrical connections **1)** at the wiring between the handlebars and the downtube of the bike, and **2)** on the left chainstay, between the motor and the controller.

Error 21: Controller

Error 22: Throttle

Error 23: Motor

Error 24: Hall Sensor

Error 25: Brake Sensor

Verify that the brake levers are returning to the fully open position when released, and that the brake position sensors are not damaged and properly connected.

If error persists contact iGO Technical Support

**iGO TECHNICAL SUPPORT** *(phone lines open Mon-Fri 9:00 am - 5:00 pm EST)*

**tel:** 1 866 996 6686

**email:** [support@iGOelectric.com](mailto:support@iGOelectric.com)

# **Pedal Assistance**

## **What is pedal assistance?**

The bike is equipped with 9 levels of electronic pedal assistance. As you pedal, the motor will assist you and enhance your pedaling effort. This will allow you to pedal much further and faster but use much less energy and effort. It is also a great feature when climbing a hill, as the motor will help to make any climb easy.

## **Turning pedal assistance on and off**

When you turn on the power to the display, the pedal assistance will automatically be set to level 0. By using the 'PLUS' and 'MINUS' buttons, you can increase or decrease the level of assistance. You can turn off the assistance completely by pressing the 'MINUS' button until the level of assistance is at level "0". This will allow you to use the lights and functions of the display, but ride the bicycle without any pedal assistance from the motor.

Pedal assist levels 1-5 are meant to be used more on flat roads or paths, the higher levels (5-9) are more powerful and meant for hills, headwind, or heavy loads.

If you prefer to ride slowly, it would be more comfortable for you to ride in a lower power level. If you prefer to ride faster, then you should increase the power level.

## **Derailleur functions**

Your bike is equipped with a Shimano 8 speed derailleur. Please choose the proper gear to match the riding terrain.

The use of a proper gear along with pedal assist or conventional power will enhance your riding experience

We recommend checking your derailleurs functions at least once a month

## **Safety Precautions while using the pedal assist & On demand throttle**

- Since the motor is assisting you, you will easily reach higher speeds than you might be used to. We recommend that you ride the bike in a minimal traffic area at first to become more comfortable with it.
- The operation of the pedal assistance depends on the speed at which the pedals are rotated and your cycling speed.
- The electric motor speed is limited to a speed of 32 Km/h (20 mph). This means that as you exceed this speed electrical assistance stops and returns when speed returns to 32km/h (20 mph).
- The level of pedal assistance will affect the battery range. Battery range is dependent on many factors which are measured under average conditions. It is dependent on, but not limited to, rider weight, speed, inclination, tire pressure, wind, start-stop frequency, and outside temperature.



**ATTENTION!** Remember that acceleration will be much quicker with pedal assistance.



**ATTENTION!** Make sure to turn off the power when walking next to, mounting, or dismounting the bike.



**ATTENTION!** Hold both brakes when stationary.



### **ATTENTION**

**YOU MUST ALWAYS WEAR AN APPROVED BICYCLE HELMET WHEN RIDING AN ELECTRIC BIKE**

# Battery & Charging

## Battery Range

How far can I travel on my electric bike?

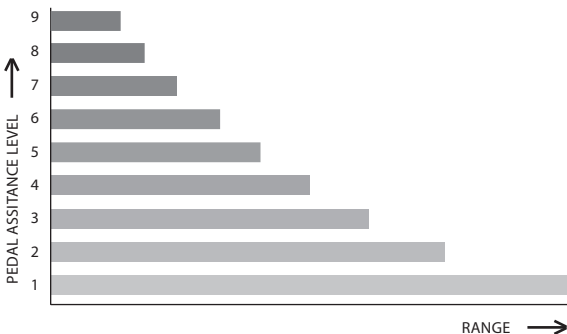
The total distance you can travel on your electric bike is not an easy amount to specify. The range depends on many different factors including, but not limited to:

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

## Battery Capacity

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

Wh calculation ex:  $48\text{ V} \times 13\text{ Ah} = 624\text{ Wh}$



## Disconnecting & Removing the Battery

On the top-right side of your battery is the battery lock. This lets you unlock the battery pack of the bike.

To Lock: Insert the bottom of the battery into its receptacle on an angle as shown while pushing the top of the battery into the lock until an audible click is heard. (The key is not required to lock the battery onto the bike.)

To Unlock: Insert the key into the lock and turn approximately 1/4 turn clockwise until the battery unclips and is released from the receptacle. The battery is now free to be removed from the bike. The key can then also be removed from the lock.



**ATTENTION!** Take care to position your hands away from joining edges to avoid pinching your fingers.



## Important Battery storage information

**When not using your bike for periods exceeding one month please charge as follows:**

- 1) Before storage make sure that the battery is not charged more than 50% so that it will accept a periodic charge.

**You cannot periodically charge a fully charged battery.**

- 2) Once every month you must attach the supplied battery charger and charge for a period of no more than 15 minutes.
- 3) Continue this procedure once a month until more frequent use.

**This process will make sure that your battery does not stay at a specific rate of charge for long periods of time.**



**ATTENTION!** Remove the key after installing the battery to prevent any form of loss or theft to the key or the battery.

## Battery Instructions

### Charging the Battery

The battery can be charged both on and off of the bike.

Please identify your charging port (figure 14.1).

First plug the charger's male plug into the battery, then plug the charger's 110 volt plug into your wall outlet. (Do not use an extension for 110 volt)

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

Unplug the charger from the wall first, and then from the battery.

If the battery is not mounted to the bike you can always check the battery level as seen in figure 14.2.

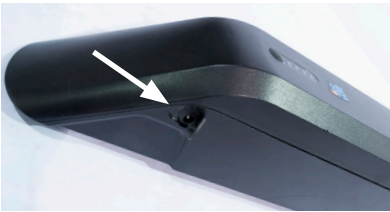


fig. 14.1



fig. 14.2



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



ATTENTION! The battery will sustain permanent damage if not used for a long period of time (ex: Winter storage). SEE PAGE 13  
Please make sure to charge the battery **once a month** during this time.



ATTENTION! Please recycle your battery at an authorized recycling company in your area



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



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



## What you should know about your battery

- DO NOT connect the positive terminal of the battery to the negative terminal.
- The battery is sealed and therefore is rain resistant, however, DO NOT expose your battery to repeated, continuous or excessive water flow.
- The battery should be recycled properly at the end of its life.
- The performance of the battery will decrease at low temperatures.\*
- Under ideal conditions, the battery pack can be recharged approximately 750 times. The performance will slowly decrease over time and eventually will need to be replaced.
- DO NOT expose your battery to high temperatures ( $>50^{\circ}\text{C}$ ), e.g. limit prolonged storage in direct sunlight or in proximity to a direct heat source.
- Problems: remove the battery from the bike and consult your dealer.
- For long term storage see storage info page 13
- Use ONLY the supplied charger.

\*The ideal operating temperature is approx.  $\pm 25^{\circ}\text{C}$ .  
The guideline is that the capacity will decrease by 1% at every  $1^{\circ}\text{C}$  of temperature drop.

# Adjusting your Ergofit electric bike

## Adjusting your seat height

Your seat height should be adjusted properly to ensure you get the most comfortable ride possible. The seat height is properly adjusted when your knee has a slight bend when sitting on the saddle with your foot on the pedal at its lowest position (figure 16.1). The seat height can be adjusted by loosening the quick release lever on the seat tube clamp figure 16.2. Make sure to retighten after adjustment .

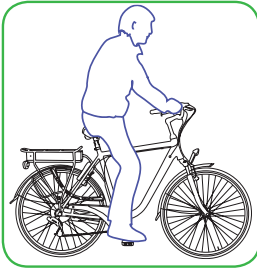


fig. 16.1



fig. 16.2



**ATTENTION!** Ensure that the safety marks for max. height written on the seat post are not visible when retightening the quick release lever.



**ATTENTION!** If you can put your feet flat on the ground while seated, your seat height is too low.

## Adjusting your saddle position

You can tilt the saddle to change the seating angle, as well as slide it backward or forward (figure 16.3). To adjust the saddle, loosen the nut located on the underside of the saddle with an allen key (figure 16.4). You will be able to move the saddle around to suit your preferred riding style. When you are done adjusting, make sure to retighten the nut.

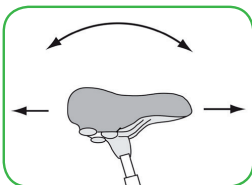


fig. 16.3

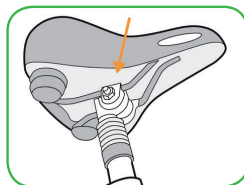


fig. 16.4

## Installing your stem

Before inserting stem onto fork tube please loosen 2 side screws using a 4mm allen key figure 17.1

Slide the stem lock on the left side down to unlock and lift lever. Figure 17.3,17.4

Push stem down to its lowest position and insert the 5mm allen key into stem as show in figure 17.2 and tighten .

Push down onto the lever to its original down position until it locks back into place. Check to make sure that handlebars are centered to front wheel and tighten 2 stem side screws using 4mm allen key.



fig. 17.1



fig. 17.2

## Adjusting stem angle & handlebar Position

Once installed, the stem on your Elite II requires no tools to adjust creating an extremely comfortable and ergonomic riding position.

To adjust the stem slide the lock button on the left side of the handlebar down as shown in figure 17.3. Lift the lever up as far as it will go as in figure 17.4.

Place both hands on the grips of the handlebar and manipulate handlebars to your most comfortable position . You will be able to lift and lower , change the angle, and move toward or away. Adjust to an angle that is comfortable to you, your forearms should be in line with the brake levers.

Once you have the correct position push lever back down to its original position . As you return stem adjustment arm to its position you will here a small click of the lock which will insure that this position is now locked into place.



fig. 17.3



fig. 17.4

## Aligning the brakes

Your electric bike is equipped with a disc brake system. To properly adjust them you must first make sure that the brake disc is properly aligned within the brake caliper. To do this, loosen the top and bottom hex bolts (figure 18.1) with an Allen key. Then maneuver the brake with your hand so that the disc passes through the brake pads with minimal contact. Once the disc rotates through the brake freely, retighten the hex bolts and make sure that while tightening you maintain the alignment.

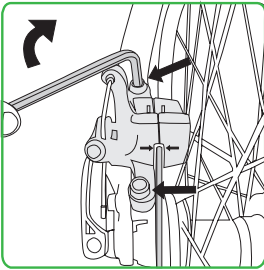


fig. 18.1

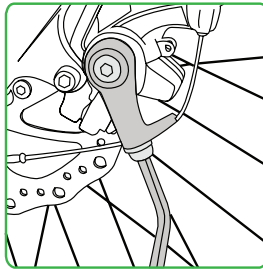


fig. 18.2

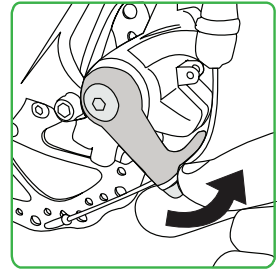


fig. 18.3

## Adjusting the brakes

If when squeezing the brake handle the bike does not stop properly, you will have to adjust the brakes. You can do this by loosening the hex bolt (figure 18.2) with an Allen key. Once the bolt is loosened, rotate the braking arm so that the brake is squeezing the brake disc (figure 18.3) and spin the wheel. Lower the brake arm in small amounts until the wheel is spinning smoothly. Pull the brake cable tight and retighten the hex bolt.

## Brake bed in procedure

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

- 1) Accelerate to a medium speed (approx. 20 km/h), then firmly apply the brakes and reduce your speed to a walking pace. Repeat approximately 20 times.
- 2) Accelerate to a higher speed (approx. 32 km/h), then firmly and quickly apply the brakes, reducing your speed to walking pace. Repeat approximately 10 times.
- 3) Let the brakes cool before setting off on your first ride.

## Gears

Your electric bike comes equipped with a Shimano Altus 8-speed drivetrain. The trigger shifter mounted to your right handle will allow you to change gears. It is important that you only change gears while pedaling as the chain must be in motion to properly shift gears.

To shift up a gear, pull the trigger closest to your index finger.  
To shift down a gear, push the trigger closest to your thumb.

## Tire Pressure

The tire pressure will affect the range and comfort of your bike. iGO recommends that you always keep your tires at the designated pressure to ensure the best ride. The recommended tire pressure is listed on the sidewall of the tire. The tire pressure is measure in P.S.I. (Pounds / Square Inch). Make sure to use a tire pressure gauge when pumping your tires to fill the proper amount of air.



**ATTENTION!** Riding on deflated / soft tires will severely reduce the range of the battery.

## Front Cargo Rack assembly

Your bike comes equipped with a front cargo rack. It can be used to transport items or parcels up to 9 kg ( 19.8 lbs ) in weight.



Identify the 4 front rack bolts and 4 washers. Slide a washer onto each bolt and using the 4mm allen key insert bolt #1 into position, figure 19.1 and slightly tighten bolt . Following the pattern in figure 19.1 attach all 4 bolts Do not tighten until all 4 bolts are in place. Making sure front rack is centered tighten all 4 bolts.

\*An instructional video for mounting the front cargo rack & light can be found at : <http://www.igoelectric.com/buildmyelite2>

## Front LED light installation

Identify the light bracket mounting bolt and nut and assemble as seen in figure 20.1 using a 4mm allen key. Make sure that the light bracket is in the correct position before tightening the light.



fig. 20.1



**An instructional video for mounting the light can be found at : <http://www.igoelectric.com/buildmyelite2>**

# Maintenance

## Servicing

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

In the paragraphs that follow, there are some things you can do at home to keep the bike running at top performance.

## General Maintenance

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



### Before every ride

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



**ATTENTION! DO NOT USE A HOSE OR PRESSURE WASHER TO SPRAY THE BIKE. THIS WILL RESULT IN IRREPARABLE WATER DAMAGE AND WILL VOID YOUR WARRANTY!**

# Warranty Information

## Warranty

iGO Electric warrants to the original retail purchaser ("You"), that the iGO product for which this warranty has been issued is free from defects in material and workmanship for the time detailed below, from the date of original retail purchase. This warranty is not transferable to a subsequent purchaser. iGO's sole obligation under this warranty is to repair or replace the product, at iGO's option.

You have a 12 month warranty on the frame of the bike and electrical components. The battery has a 12 month warranty. There is a 30 day warranty on any manufacturers defects. Not including any wear and tear parts (See P.25, Article 2, Sec.2.5).

Certain warranty conditions may apply, contact your dealer if you have any questions.

## Warranty Limitations

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

This warranty will be interpreted pursuant to the laws of Canada. The original English version/meaning of this warranty controls over all translations and iGO is not responsible for any errors in translation of this warranty or any product instructions. This warranty is not intended to confer any additional legal, jurisdictional, or warranty rights to you other than those set forth herein or required by law. If any portion of this warranty is held to be invalid or unenforceable for any reason, such finding will not invalidate any other provision.



## Warranty Terms

### Article 1: Guarantee.

1.1 iGO Electric guarantees that the iGO product you have purchased is free from material and/or workmanship faults.

1.2 If, during the warranty period the product proves to be defective due to faulty materials or workmanship, iGO or an iGO Dealer may charge for labor or parts at its own discretion. The defective products or parts will be replaced using new or refurbished products or parts.

1.3 This warranty applies within the warranty period, and upon presentation of the original invoice or sales receipt (indicating date of purchase, model name, and dealer) together with the defective product. iGO or iGO Dealers may refuse free warranty service if these documents are submitted incomplete or illegible. This warranty is void if the model name or serial number has been altered, deleted, removed, or made illegible. Battery warranty is void if case is opened.

1.4 The guarantee may be invoked by the first owner of the iGO product only.

1.5 This warranty does not cover transportation costs or risks associated with the transport of your product to and from iGO or your iGO Dealer.

1.6 The warranty is void in accordance with Articles 3.1 and 3.2.

Certain restrictions apply in regards to batteries and some electronic parts. Such restrictions are reflected in Article 6.1 and 6.2.

### Article 2: Warranty

2.1 You can only make a warranty claim, if you have filled out the warranty card and retained the original proof of purchase. The warranty card is located on the last page of this manual. The warranty period begins on the date of purchase.

2.2 iGO bike frames are guaranteed by design and/or material defects for 24 months.

2.3 All electronic parts, such as electronic controller, control panel, motor, throttle, and pedal assist sensor, are subject to a 12 month warranty if properly maintained.

2.4 The battery is subject to a 12 month warranty if properly maintained.

2.5 On parts that are subject to wear and tear, such as tires, chain, chainring, freewheels, sprockets, cables, and brake pads, there is no warranty on these items, unless there are construction and/or material defects.

### Article 3: Warranty Exclusions

3.1 If the following cases occur, then the warranty is void.

a. Incorrect and/or improper use of the iGO product.

b. The iGO product is not maintained in accordance with the guidelines mentioned in this manual.

c. Technical repairs have not been performed properly.

d. Third party components do not match the technical specifications of the bike or were improperly installed.

e. If proof of ownership, proof that the bike has been checked and adjusted properly prior to the customer's receipt of the product, is not present or signed by the seller.

f. The product has been damaged by water either by excess rainfall, submersing in water, or washing with a garden hose or pressure washer.

3.2 iGO Electric is free of any liabilities in regards to (parts of) the bike being damaged as a result of:

a. Improper adjustment of the handlebar, stem, saddle, seatpost, gears,

brakes, quick release axles of the wheels, and spoke tension.

b. Not replacing worn out parts such as, brake/derailleur cables, brake pads, tires, chains and sprockets.

c. Incorrect or insufficient lubrication of moving parts.

d. Climatic influences such as rust.

e. Any damages occurring during shipment of the product (such claims must be presented directly to the shipper)

## Warranty Terms (Cont'd)

### Article 4: Warranty Parts

4.1 During the warranty period, all parts of which iGO has determined of material and/or construction defect, shall be replaced free of charge to the owner. Any costs of (dis)assembly are the responsibility of the owner.

4.2 The owner is responsible for any cost of transport for the iGO Product and/or parts to and from iGO, unless the product or part is still eligible for warranty.

4.3 If a particular component is eligible for warranty and the original is no longer available, iGO will provide an equivalent alternative.

### Article 5: Transport of Warranty Products.

5.1 If it is determined by iGO that a bike/part is to be returned to iGO, it must be done in its original packaging. If the original packaging is not available, an equivalent package must be used to ensure the product is well protected from any damages it may incur during transport.

All original contents such as: keys, charger, battery must be included in the package.

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

### Article 6: Additional Warranty

6.1 Warranty on electronic parts:

Electric motor : 12 months, Charger : 12 months, Controller : 12 months, Control Panel : 12 months.

6.2 Additional provisions for the battery/battery pack:

a. iGO Li-ion battery/battery pack has a warranty period of 12 months.

b. Normal wear/decrease in battery capacity is not covered under warranty. The battery will naturally lose capacity over time. Batteries that are left unused/discharged for extended period of time and have become irreparably damaged, are not covered under warranty..

### Article 7: Warranty Claims

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

### Article 8: Warranty Area

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

### Article 9: Legal Requirements

9.1 In accordance with North American legislation, the vehicle is described as a bicycle because it complies with the following rules:

- Electronic motor will only assist up to 32 km/h or 20 mph.
- The maximum power output of the motor is under 500W (750W for the U.S.)
- Pedals are permanently affixed to the bike.
- Front and Rear brake handle is equipped with an electronic cut-off switch for the motor power when equipped with an on demand throttle

### Article 10: Liabilities

10.1 Although iGO Electric accepts a warranty claim, it does not automatically mean that iGO Electric accepts any liability of any damage suffered.

The Liability of iGO Electric never extends further than is described in this warranty. Any liability of iGO Electric for consequential damage, is excluded.



## Warranty Card

Please fill out this form and mail it to iGO so that we can register your serial number in our system. Also, retain your receipt as proof of purchase.

### **iGO Electric**

Attn: Warranty Card  
1300 , 55th Ave.  
Suite 100  
Lachine, QC  
H8T 3J8

FULL NAME:

DATE OF BIRTH:

ADDRESS:

ADDRESS:

POSTAL/ZIP CODE:

CITY:

COUNTRY:

PHONE #:

E-MAIL ADDRESS:

BIKE MODEL:

VIN / FRAME NUMBER:

DATE OF PURCHASE:

DEALER NAME:



## REPLACEMENT PARTS

A list of replacement parts can be found on the iGO website:  
[www.igoelectric.com/partslist/elite2](http://www.igoelectric.com/partslist/elite2)

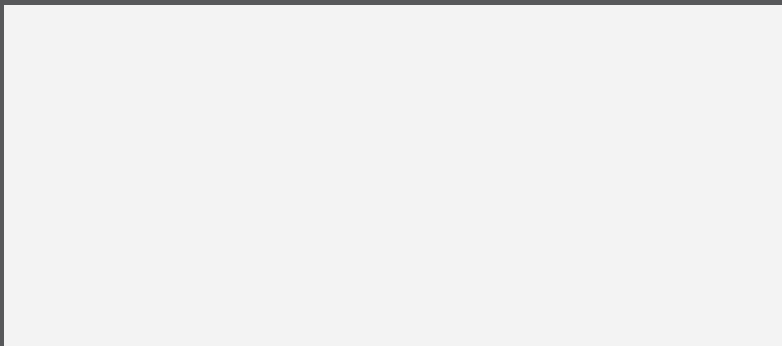
or by contacting:

**iGO TECHNICAL SUPPORT** *(phone lines open Mon-Fri 9:00 am - 5:00 pm EST)*

**tel:** 1 866 996 6686    **email:** [support@iGOelectric.com](mailto:support@iGOelectric.com)







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