

AOSTIRMOTOR EBIKE

Warranty Manual

1. INTRODUCTION

Changzhou Fujiang Vehicle Co., Ltd. was founded in 1995. Our company is located in Menghe Town, Xinbei District, Changzhou, Jiangsu, China, with convenient transportation. Our company is committed to the design, production and sales of electric bicycles, motorcycles, electric vehicles and peripheral products.

Through a dynamic and efficient R & D and management team, we adopt domestic professional manufacturing processes and adopt strict production process control to ensure the superior performance and originality of our products and gradually open the market.

Customer satisfaction can truly reflect our value. Our company adheres to the business philosophy of "customer first, forge ahead", adheres to the basic principle of "quality first, service first", and sincerely invites partners to visit and guide!

Our Brand: AOSTIRMOTOR

1) AOSTIRMOTOR as an overseas brand of Changzhou Fujiang Vehicle Co., Ltd., was founded in 2018. At present, the US trademark has been registered, the EU trademark is under application. Various certifications and procedures are complete. Some products have exclusive patents. Our company hopes to use our product development and production advantages to create an overseas brand that can reflect and represent the comprehensive quality of our products, so that global customers can use and share our products, and ultimately love and trust our brand;

2) The establishment of the AOSTIRMOTOR brand project, after a large amount of data research and analysis, determined the market and demand of the "cycling, outdoor, sports, and competitive" industry, and after sufficient preparation, we started the overseas trip; Currently we are based on two channels of B2B trade + Cross-border E-commerce, and adhere to the mission: "make good products, deepen product lines, expand product development advantages, product quality advantages, cultural innovation advantages, technical service advantages, and strive to make brands bigger and stronger."

2. SCOPE OF SERVICES

AOSTIRMOTOR Series of Electric Bicycles support: overseas warehouse storage, distribution agency, technical services, after-sales guidance, return guarantee and other services. (Based on the above service content, but not limited to others)

Service Scope:

Based on global local overseas warehouses, supporting localized integrated services.

United States: 2 shipping warehouses +1 after-sale warehouse

Germany: 1 shipping warehouse + 1 after-sale warehouse

Spain: 1 shipping warehouse + 1 after-sale warehouse

Russia: 1 shipping warehouse + 1 after-sale warehouse

China: Changzhou, Jiangsu

3. WARRANTY TERMS

3.1 QC Statement

1) AOSTIRMOTOR electric bicycles are geared towards demanding overseas markets, We have a strong sense of responsibility for quality, and we regard quality as the life of an enterprise.

2) Control of raw materials: We choose excellent suppliers, and the main components come from Japan, Taiwan and other top suppliers.

3) Production process: Before assembling, we will carefully check all components to ensure that damaged or insufficient components will not be used on the bicycle; after the assembly is completed, we will implement a strict re-inspection process.

4) Factory inspection: Each electric bicycle will be strictly inspected before packaging and transportation to ensure that they are satisfactory to you.

a. Visual inspection: applique scratches, paint uniformity, welds, rust and dirt in other parts, etc;

b. Brake: lightly hold the brake (difficulty, one-finger gap) to check whether the hand brake is too loose, tighten, or ride test;

c. Power-assisted mode: Rotate the pedals, listen carefully to see if the motor is started, and check if there is any frictional noise when the rear wheel rotates;

d. Handlebar: Check whether the speed display of the meter is abnormal, keep the maximum handlebar, and check the upper limit of the maximum speed;

e. Cruise: Long press the button to check whether the motor is started, the rear wheel rotates autonomously, and it is commonly used in uphill situations;

f. Disc brakes: Check whether there is friction with the frame during rotation and abnormal noises. Adjust the distance and parallelism by screws

g. Derailleur: Do not use it in a stationary state. In a rotating state, adjust it twice through the transmission. Whether the chain moves smoothly. The transmission has 7-speed and 9-speed. ;

h. Riding: inspect the motor and working status;

i. Others: record the frame number + battery number, check whether the battery box is installed smoothly, check whether the chain runs smoothly, and whether the instrument display is normal.

5) Quality training: We will conduct regular training and assessment for employees to improve their awareness of quality responsibility and ensure that everyone strictly controls quality.

6) Quality awareness: We have been working hard to improve product quality, and at the same time attach great importance to customer service. When you place an order, we reserve sufficient parts in different overseas warehouses to solve sudden quality problems in the first time.

7) After-sales service: All AOSTIRMOTOR electric bicycles you purchase can get our timely and accurate technical support and after-sales service. If necessary, we can also provide training services for your employees. (If you are a corporate buyer).

3.2 Quality Assurance Statement

Please refer to the following comprehensive guarantee:

1) Power system: battery, motor, controller, instrument, within the scope of warranty, free compensation and free shipping;

2) Structural system: frame, front fork, gear plate, paint finish, to ensure no damage to the factory process and materials;

3) Brake system: brake lever, disc brake disc, brake, within the scope of warranty, free compensation and free shipping;

4) Wheel rim system: rims and tires are guaranteed to be free of damage in terms of factory craftsmanship and materials;

5) Speed system: derailleur, finger shifter, chain, within the scope of warranty, free compensation and free shipping;

6) Shock absorption system: shock absorption front fork, rear spring shock absorption, to ensure no damage to the ex-factory workmanship and materials;

7) Vulnerable parts: such as brake pads, tire etc., which are normal wear parts and are not within the scope of this warranty. Customers need to pay for the purchase and bear the shipping cost.

Exclusions:

These guarantees do not apply to

1) Normal wear and tear, failure;

2) Damage or malfunction caused by abuse, neglect, improper repair, improper maintenance, alteration, or modification;

3) Other improper installation of third-party components, parts, accessories or any unauthorized modification;

4) Battery damage caused by power surge, improper use of charger, improper maintenance or other improper use, normal wear and tear or water stains;

5) The warranty is only valid in the country/region where the bicycle was purchased. For normal wear and tear, misuse or negligence, improper operation, damage or malfunction caused by various accidents, modification using incompatible parts or accessories, frames, forks or other main components is invalid.

Attention:

For warranty issues, customers need to bear the labor costs and operating costs of installing the parts, and we will bear the related costs and mailing costs of the parts.

3.3 Quality Assurance Checklist

AOSTIRMOTOR EBIKE WARRANTY

System	Components	Warranty
Power System	Battery	18 Months
	Motor	12 Months
	Controller	12 Months
	Charger	12 Months
	Display	12 Months
	Turn-Handle	12 Months
	Power Sensor	12 Months
Structure System	Fork	12 Months
	Frame	36 Months
	Handlebar	12 Months
	Middle Axle	12 Months
	Cross-pipe	12 Months
	Chaining + Crank	12 Months
	Rear Rack	12 Months
Brake System	Brake	12 Months
	Disc Brake	12 Months
	Brake lever	12 Months
Wheel System	Rims	12 Months
	Fender	6 Months
	Tire	6 Months
Speed System	Gear Shift Lever	12 Months
	Derailleur	12 Months
	Chain	12 Months
	Turn-Handle	12 Months
Shock absorption System	Front suspension	12 Months
	Rear suspension	12 Months
Other Parts	Saddle	6 Months
	Tube Clamp	6 Months
	Light	6 Months
	Pedal	12 Months
	Footrest	12 Months

4. MAINTENANCE AND REPAIR TIPS

4.1 Basic Maintenance

In order to obtain a safe driving experience, please keep the bicycle in the best riding condition and perform regular maintenance.

4.2 Regular Self-inspection

- 1) Tighten the front wheel lug nuts, test the tires to rotate and align correctly;
- 2) Tire pressure, always maintain 30 psi;
- 3) Correctly carry out shifting operations;
- 4) Test the brake system-kinks, bends or excessive tension on the brake pipeline will temporarily damage the motor;
- 5) Correct operation of the braking system;
- 6) If you do not use the bicycle for a long time, please ensure that the battery is charged at least once a month to extend its service life.

4.3 Maintenance and cleaning skills

- 1) Do not use high-pressure nozzles for cleaning, otherwise water will penetrate and damage the electrical system;
- 2) The dirt on the painted surface should be removed with a non-abrasive cleaner, and then wiped with a dry cloth;
- 3) Lubricate the chain, and always remove all debris, dust and dirt/sand; do not use chemical products that may damage the product on the brakes, brake levers, rims, tires, batteries, controllers, and motors.

4.4 FAQ

- 1) Can I replace parts or add parts to AOSTIRMOTOR?
 - a. If you need to replace parts, please contact your local bicycle expert. If you have any questions about compatibility, please contact AOSTIRMOTOR EBIKE;
 - b. Adding unapproved parts may invalidate the warranty. The motor and controller can be programmed to work together to perfectly balance the energy load. Adding other parts may conflict with this balance.

2) How to replace the tires after they are worn out?

AOSTIRMOTOR EBIKE rims are standard 26*4.0 and 20*4.0 fat tires, and most bicycle shops provide replacement fat tires.

3) What is the scope of the warranty?

a. For the original owner, each bicycle is protected by AOSTIRMOTOR warranty against manufacturing defects;

b. Damages occurred during transportation are also covered by the warranty.

4) How will we correct your bicycle problem?

a. Any components damaged during the warranty period will be replaced, and we will assist you to replace any defective parts.

b. If our technical team believes that part of the repair work can be solved by a bicycle repair shop near you, we are likely to bear part of the repair cost.

5) What is not included?

a. Items classified as consumables (parts that will wear out over time) are not covered by the warranty;

b. Tires, inner tubes, brake pads, chains and other parts are consumables;

c. Please refer to the "Quality Assurance List" for details;

d. We will guarantee sufficient supply of these parts, so you can buy them directly from us.

5. SAFETY TIPS

To ensure your safety, please check the following functions before riding:

1) Please test the brake system, throttle and power system;

2) Please check that the tire pressure should be 30 psi to ensure smooth riding;

3) Please check the lug nuts of the front wheels, tighten them before riding to prevent them from falling;

4) Please check and ensure that the battery is sufficient to ensure the riding time;

5) Please check the adjustment and free operation of the braking system to ensure braking safety;

Please strictly abide by your local traffic rules and legal requirements to ensure safe riding.