



User manual

Elite



iGo Customer Service / Technical Support Toll-Free Number

1-866-996-6686

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

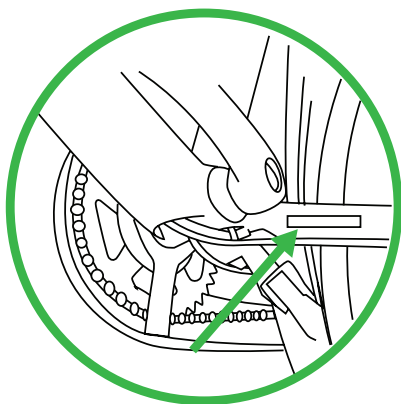
PLEASE READ THIS MANUAL BEFORE OPERATING
FOR FULL UNBOXING AND ASSEMBLY
INSTRUCTIONS, PLEASE GO TO :

<http://www.igoelectric.com/buildmyelite>

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 ebike in order to register your ebike for warranty purposes.



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



iGO highly recommends having the ebike 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 ebike.

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 ebike is equipped with electronic pedal assistance which guarantees a Completely new way of cycling.

Whether you use the ebike for commuting, shopping or just a leisurely 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 ebike to obtain a full understanding of your bikes features.

For more information, please visit our website at www.igoelectric.com.



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Table of Contents

Display & Its Functions	4
Buttons	
Information on the screen	
Controls	
Settings Menu	
Error Codes	
Pedal Assistance	10
What is pedal assistance?	
Turning pedal assistance on/off	
More information on pedal assistance	
Battery & Charging	12
Battery Range	
Disconnecting and removing the battery	
Charging the battery	
Using the battery as a power source	
How to store your battery during non use	<i>see page 13</i>
Adjusting your eBike	16
Adjusting your seat height	
Adjusting your saddle position	
Adjusting your handlebars	
Adjusting stem	17
Handlebar position	
Aligning the brakes	
Adjusting the brakes	
Gears	
Tire Pressure	

Front light installation	20
Maintenance	21
Servicing	
General Maintenance	
Cleaning	
Parts	22
Parts Diagram	
Parts List	
Warranty Information	24
Warranty	
Warranty Limitations	
Warranty Terms	
Warranty Card	27



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





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

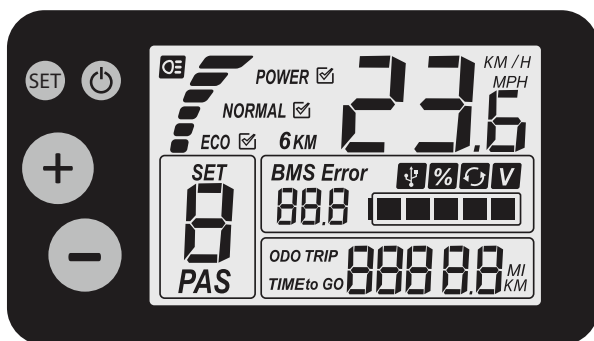
Display & Its Functions

The battery must be in the ebike 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

Buttons

-  'ON/OFF': Powers ebike ON/OFF, Turns on lights when held
-  'PLUS': Pedal assist level up, Walk assist when held
-  'MINUS': Pedal assist level down
-  'SET': Scroll through display options, Settings Menu when held



Information on the screen

23.6^{KM/H}

Speed
(km/h or mph)

8
PAS

Assistance Level
(0 - 8) Mode 0 = No assistance



Battery Indicator
5 Bars = Full Battery



Energy Consumption Indicator
Full bars = High battery consumption = Less range

ODO

Odometer
Total distance traveled

TRIP

Trip Odometer
Distance travelled since last reset

TIME

Timer
Time since ebike was last turned on



Lighting Indicator
Appears when lighting system is on

Error

Failure
See page. 9 for error code descriptions



Voltage
Indicates the current level of voltage of the battery

POWER ☒

NORMAL ☒

ECO ☒

Driving-Mode
Indicates the chosen driving mode
*See page. 8 for instructions

Controls

Turning the ebike ON/OFF

Press and hold the Power 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 ebike. If the system is not used for a duration of 5 minutes, it will shut itself off to conserve battery.

Selecting the display options

Press the 'SET' button to switch between the different trip functions of the display. (Odometer, Trip distance, Timer, etc...)

Adjusting the pedal assistance levels

Use the 'PLUS' and 'MINUS' buttons to select the different levels of pedal assistance. (0 - 8)

Power level 8 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 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 8. 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.



Lighting

With the ebike's power on , tap the power button once to turn on the lighting system.

This will turn on the backlight for the display, as well as the front and rear lights. Tapping the power button once again will turn the lighting system off.

NOTE: The lighting system is powered through the ebikes lithium battery pack.

USB Connection

The USB Connection on the display can be used to power/charge devices such as smartphones and navigation devices. It can be used when the ebike is turned off, as long as the battery is still connected to the ebike.



**ATTENTION! DON'T EVER USE YOUR MOBILE DEVICE WHILE RIDING
DON'T EVER TEXT WHILE RIDING**



Attention

You must always wear an approved bicycle helmet when riding an electric bike

Settings Menu

By holding the 'SET' button for 3 seconds you will enter the Settings Menu. The Settings Menu will allow you to change certain features of your ebike.

Once in the Settings menu the word 'SET' will begin to flash, pressing the 'SET' button will allow you to switch between the different settings. The 'PLUS' and 'MINUS' buttons will allow you to change the values of those settings.

Holding the 'SET' button again for 2 seconds will confirm the settings

Driving-Mode (Auto Tuned)

The ebike comes equipped with 3 different riding profiles; ECO, NORMAL, and POWER.

Each riding profile will change the way the ebike performs.

- ECO Assist level 1,2 3 Lower motor power, Extended battery range
- NORMAL Assist level 4,5, Average motor power, Average battery range
- POWER Assist level 6,7,8 High motor power, Lower battery range

These riding profiles are automatically adjusted depending on power assist level to constantly optimize battery life

SET 1: Reseting the Trip Odometer

Tap the ' MINUS' button once to reset the Trip Odometer to '0'

SET 2: NO FUNCTION

SET 3: Setting the Tire-Size

Having the correct tire-size set into the system is very important. It will ensure that the data being displayed on the screen is accurate. On the side of every tire you can find the tire-size.

Default Tire-Size of your ebike:

28 inch - 40-622 - Circumference: 2205 mm

SET 4: Choosing KM/H or MPH

Depending on your location, you will want to have the information on the screen displayed in the proper unit.

Pressing the 'PLUS' or 'MINUS' buttons while in this mode will allow you to switch between having the information displayed in kilometers or miles.

Error Codes

It is possible for a system error to occur.

When this happens, the display will show an error-code which will allow you or your dealer to easily and properly diagnose an error in the electrical system of your ebike.

Error 1: Problem with the 3-phase control from the electronic controller

Error 2: Problem with the throttle connection

Error 3: Motor 3-phase wire is loose or defective

Error 4: Motor Hall Sensor signal malfunction (malfunction in motor or cable)

Error 5: Malfunction in brake sensor (signal)

Error 6: Battery voltage is too low

Error 7: Motor is stalled

Error 8: Malfunction in the electronic controller (signal)

Error 9: Malfunction in the display (signal)

Pedal Assistance

What is pedal assistance?

The bike is equipped with 8 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 (5-8) are more powerful and meant for hills, slopes, or heavy circumstances.

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 assisted 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 m/ph). This means that as you reach 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 dependant on many factors which are measured under average conditions. It is dependant on, but not limited to, rider weight, speed, elevation, 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?

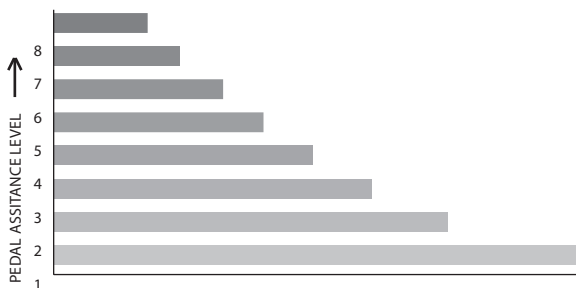
The total distance you can travel on your electric bike is not an easy amount to specify. The range depends on many different factors including, but not limited to:

- 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-left side of your battery is the battery lock. This lets you lock/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. (Turn key to unlock position to facilitate the entry of the battery into the receptacle)

To Unlock: Insert the key into the lock and turn 1/4 turn clockwise. Use the side handle on the left top side of the battery to help pull it out of the battery receptacle



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 except 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 riding.

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, 14.2).

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 14.3.



fig. 14.1



fig. 14.2



fig. 14.3



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 to an authorised 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.

Using the battery as a power source

The battery pack comes equipped with its own USB connection.

This allows it to be used as an external power source which can be used to charge a smartphone, laptop, or other device that can be charged through a USB connection.

See below to locate your USB port

To use the USB connection, just lift the rubber cap with the USB sign on it.



Bottom of battery



Top right corner

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 water.
- 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°C), such as direct sunlight)
- 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 action mentioned is optimal at temperatures of approx. +/- 25°C. The guideline is that the capacity will decrease by 1% at every 1°C of temperature drop.

Adjusting your Ergofit

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 lever on the seat tube clamp figure 16.2. Make sure to retighten after adjustment .

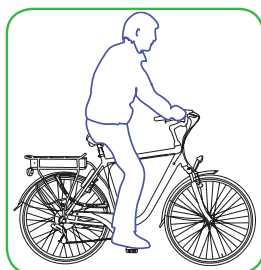


fig. 16.1



fig. 16.2



ATTENTION! Ensure that the safety marks for max. height written on the seat post are not visible when retightening the hex bolt.



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 a wrench (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.

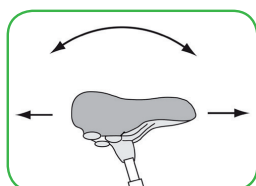


fig. 16.3

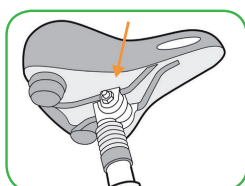


fig. 16.4

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 shown 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 you eXplore 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 stem 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 hear 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. 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.

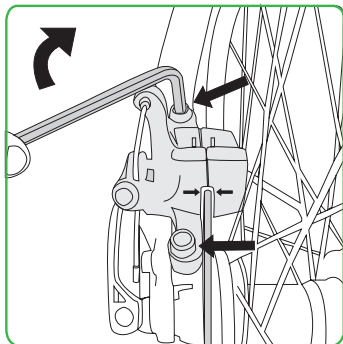


fig. 18.1

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, lift 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.

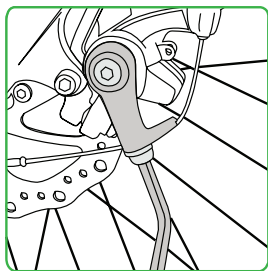


fig. 18.2

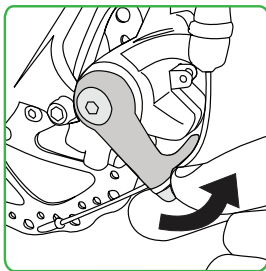


fig. 18.3

Gears

Your eBike 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 cycling 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 guage 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 untill 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/buildmyelite>

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 same position before attaching to light.



fig. 20.1



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

Maintenance

Servicing

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

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

General Maintenance

- 1) Dont ride in the rain
- 2) Check brake wear, every month and adjust .
- 3) Check tire pressure regularly.
- 4) Lubricate the chain occasionally.
- 5) Your bike adjusted 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 braking



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!

P095	SADDLE BROWN	29.95
P096	SEAT POST BLACK	24.95
P097	SEAT POST CLAMP BLACK	10.95
P098	SUNTOUR SUSPENSION FORK BLUE	89.95
P099	FRONT CARGO RACK	34.95
P100	FRONT CARGO RACK BOLT	1.95
P101	FRONT CARGO RACK WASHER	1.95
P102	REAR CARGO RACK	59.95
P103	REAR CARGO RACK BOLT	1.95
P104	REAR CARGO RACK WASHER	1.95
P015	BUNGEE	8.95
P105	FENDER FRONT	14.95
P024	FRONT FENDER TOP MOUNT BOLT	6.95
P025	FRONT FENDER TOP MOUNT WASHER	1.95
P026	FRONT FENDER TOP MOUNT NUT	1.95
P033	FENDER ADJUSTABLE PLASTIC END MOUNT	6.95
P022	FENDER TO FORK BOLT	1.95
P023	FENDER TO FORK WASHER	1.95
P106	REAR FENDER	14.95
P107	REAR FENDER TOP CENTER BOLT	6.95
P108	REAR FENDER BOTTOM BOLT	2.95
P033	FENDER ADJUSTABLE PLASTIC END MOUNT	6.95
P028	FRONT LED LIGHT	39.95
P109	FRONT LIGHT BRACKET BOLT	1.95
P110	FRONT LIGHT BRACKET NUT	1.95
P111	FRONT LIGHT MOUNTING BRACKET	6.95
P039	FRONT LIGHT CONNECTOR	1.95
P112	FRONT LIGHT BRACKET BOLT TO FORK	1.95
P040	REAR LIGHT	17.95
P113	REAR LIGHT MOUNTING NUT	1.95
P114	HANDLEBAR BLACK	18.95
P045	LOOM FRONT CABLE ORGANIZER	7.95
P115	GRIP SET BLACK	12.95
P116	PROMAX TOOLESS STEM	69.95
P117	STEM SPACER BLACK	4.95
P050	LEFT TEXTRO BRAKE LEVER	29.95
P051	RIGHT TEXTRO BRAKE LEVER	29.95
P118	FRONT BRAKE CABLE	12.95
P119	REAR BRAKE CABLE	16.95
P054	TEKTRO AIRIES BRAKE CALIPER	39.95

P056	BRAKE ROTOR	12.95
P057	BRAKE ROTOR BOLTS	2.95
P058	SHIMANO TRIGGER SHIFTER WITH CABLE	29.95
P059	SHIMANO ALTUS 8 SPD DERAILLEUR	36.95
P120	DERAILLEUR HANGER	8.95
P121	DERAILLEUR HANGER BOLT	1.95
P122	SCHWALBE ENERGIZER PLUS 700C X 38C, 28" X 1.5	39.95
P123	TIRE TUBE 700C	8.95
P124	FRONT RIM 700C	49.95
P125	FRONT RIM QUICK SQUEWER BLACK	12.95
P126	REAR RIM 700C	49.95
P065	REAR WHEEL CAP NUT	4.95
P066	REAR WHEEL FLAT WASHER	1.95
P067	REAR WHEEL SPECIAL WASHER	3.95
P068	REFLECTOR AMBER	6.95
P072	BOTTOM BRACKET SET	29.95
P069	CASSETTE 8 SPEED	24.95
P127	LEFT PEDAL ARM	12.95
P128	RIGHT PEDAL ARM	12.95
P075	PEDAL ARM BOLT	6.95
P129	FRONT CHAIN RING	24.95
P077	PEDAL SET	16.95
P078	CHAIN GUARD BLACK	24.95
P079	CHAIN GUARD MOUNTIONG BOLT	1.95
P080	CHAIN	28.95
P130	KICK STAND BLACK	26.95
P082	KICKSTAND BOLT	4.95
P083	KICKSTAND FLAT WASHER	1.95
P084	KICKSTAND LOCK WASHER	1.95
P085	WATER BOTTLE CAGE BOLT	1.95
P086	TOOL SET	18.95
PDIS48	LCD DISPLAY 48 VOLT	89.95
PBATT4810	BATTERY SAMSUNG 48 VOLT 10.5 AH	699.95
PBATT4813	BATTERY SAMSUNG 48 VOLT 13 AH	1095.00
P131	BATTERY LOCK & KEY SET	18.95
PCON48	CONTROLLER 48 VOLT	99.95
PMOT48EX	MOTOR 500 WATT BLACK GEAR BRUSHLESS	399.95
P132	THROTTLE THUMB	24.95
P094	SPEED SENSOR	24.95
PCHA48	BATTERY CHARGER 110/220 VOLT	89.95

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 2 year warranty on the frame of the bike.

The electrical components and battery have a 1 year 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 (Cont'd)

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 2 years.

2.3 All electronic parts, such as electronic controller, control panel, motor, throttle, pedal assist sensor, and battery, are subject to a 1 year warranty if properly maintained.

2.4 Suspension forks, shocks, and all other parts (except for the parts mentioned in the section of this article) have a warranty of 1 year.

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 customers 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

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 : 1 year, Charger : 1 year, Controller : 1 year, Control Panel : 1 year.

6.2 Additional provisions for the battery/battery pack:

a. iGO Li-ion battery/battery pack has a warranty period of 1 year.

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
1340 , 55th Ave.
Lachine, QC
H8T 3J8

Full Name: _____

Date of Birth: _____

Address: _____

Address: _____

Postal/Zip Code: _____

City: _____

Country: _____

Phone #: _____

E-mail Address: _____

Bike Model: _____

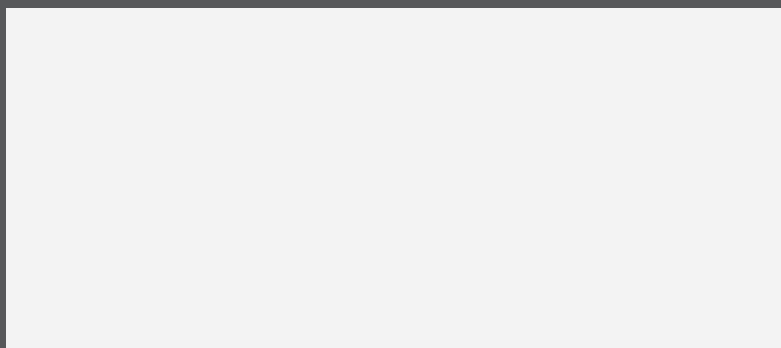
VIN / Frame Number: _____

Date of Purchase: _____

Dealer Name: _____

Notes

[illegible]



IGO

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Lachine, QC H8T 3J8

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