

Owner's Manual

WELCOME!

Thank you for purchasing a Velotric product. We are delighted that another person has decided to discover (or rediscover) the joy of riding. Just one thing before your ride: read this owner's manual and ensure that you're ready for a safe and comfortable ride. Please keep this manual for future reference as well.

DISCLAIMER




- Velopower, Inc. makes no warranty as to the accuracy, sufficiency, or suitability of the information in the owner's manual because of continuous product improvement.
- Velopower, Inc. assumes no responsibility or liability for injuries, losses, or damages, whether direct, indirect, consequential, or incidental, that might arise out of the use of information in the owner's manual.
- Velopower, Inc. is not responsible or liable for the failures, damages, or injuries resulting from repairs attempted by unqualified personnel or improper assembly and operation.
- The illustrations in the owner's manual are for demonstration purposes only. Details may appear slightly different depending on the product revision.
- Velopower, Inc. reserves the right to change the information in the owner's manual without notice.

INSTRUCTIONS PERTAINING TO RISK OF FIRE OR ELECTRIC SHOCK/INSTRUCTIONS POUR RISQUE D'INCENDIE OU DE DÉCHARGE ÉLECTRIQUE

The owner's manual provides important operation and maintenance instructions for your Velotric ebike (hereinafter referred to as ebike). Read the owner's manual carefully before riding and save it for future reference. Failure to follow any instructions in the owner's manual may result in electric shock, fire, and/or serious injury.

SYMBOLS USED

The following symbols are used throughout the owner's manual to highlight important information:

 WARNING	Indicates a potentially dangerous condition that could result in injury or death.
 CAUTION	Indicates a critical procedure for safe and proper installation and operation.
 NOTE	Indicates an important step or tip for optimal performance.

GENERAL SAFETY INFORMATION

WARNING – When using this ebike, basic precautions should always be followed, including the following:

- Read all safety precautions carefully before riding.
- Always wear a properly fitted helmet when riding the ebike to reduce the risk of head injury in an accident.
- Keep both hands on the handlebar and the brake levers within reach while riding, so as to be able to respond to any situation immediately. Failing to do so can cause loss of control of the ebike.
- To reduce the risk of injury, close supervision is necessary when the ebike is used near children.
- **DANGER!** Failure to properly assemble, operate, and maintain the ebike could result in serious injury or death.
- Make sure that there are no worn or damaged parts that may fail during the ride.
- Keep the ebike out of the reach of children.
- Only charge the battery with an original charger. Keep the battery and charger away from water and open fire.
- Always charge your battery at temperatures between 41°F to 77°F (5°C to 25°C), but preferably at room temperature ranges from 50°F to 68°F (10°C to 20°C).
- The ebike is not intended to be used at ambient temperatures lower than 14°F (-10°C) or higher than 113°F (45°C).
- Always tighten fasteners according to "*Recommended Torque Values*". Otherwise, it may cause damage to the ebike or result in injury.
- Failure to properly charge, store, or use the battery may void the warranty and cause a hazardous situation.
- In the event of fire, cover the fire with plenty of sand and call emergency services immediately.
- Do not put your fingers or hands into the wheel or other moving parts while the ebike is in motion.
- Do not use the ebike if the charger's flexible power cord or output cable or any of the electrical cables on the ebike is frayed, has broken insulation, or any other signs of damage.
- Do not tamper with or modify the ebike. Otherwise, it may seriously impair the handling, stability, and other aspects of the ebike, making it unsafe to ride and voiding the warranty.
- Do not dispose of the ebike as household waste. Comply with local, state, and federal laws and regulations and use recycling channels as required.

SAVE THESE INSTRUCTIONS

INSTRUCTIONS IMPORTANTES CONCERNANT LA SÉCURITÉ

AVERTISSEMENT – Lors de l'utilisation de ce produit, il convient toujours de respecter des précautions élémentaires, notamment les suivantes:

- Lire toutes les directives avant d'utiliser le produit.
- Pour limiter les risques de blessure, exercer une surveillance étroite si le produit est utilisé à proximité d'enfants.
- Ne pas introduire les doigts ou les mains dans le produit.
- Ne pas utiliser ce produit si le cordon d'alimentation souple ou les câbles de sortie sont effilochés, si l'isolant est abîmé ou s'il y a d'autres signes de dommages.
- Pour tout équipement, les instructions doivent indiquer « Cet équipement n'est pas destiné à être utilisé à des températures ambiantes inférieures à -10 °C (14 °F) ou supérieures à des températures ambiantes de 45 °C (113 °F). » Les espaces doivent être remplis avec les températures ambiantes spécifiées par le fabricant.
- Pour tout équipement, les instructions doivent indiquer « La batterie est destinée à être chargée lorsque la température ambiante est comprise entre 5°C (41°F) et 25°C (77°F). Ne chargez jamais la batterie lorsque les températures ambiantes sont en dehors de cette plage. Les espaces vides doivent être remplis avec la plage de température ambiante spécifiée par le fabricant pour le chargement.
- Ne pas altérer ou modifier le vélo électrique. Sinon, cela pourrait sérieusement altérer la maniabilité, la stabilité et d'autres aspects du vélo électrique, le rendant dangereux à conduire et annulant la garantie.

CONSERVER CES INSTRUCTIONS

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BEFORE THE FIRST RIDE

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Standover Height

When selecting a new ebike, the correct choice of frame size is a very important safety consideration.

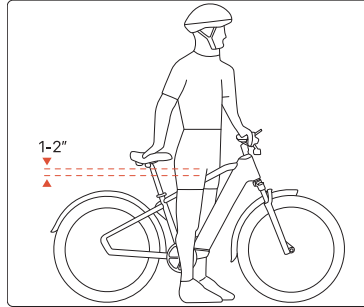
1. High-Step ebike

Standover height is the basic element of ebike fitness. It is the distance from the ground to the top of the ebike frame at the point where your crotch is when straddling the ebike with both feet flat on the ground.

There should be a clearance of 1 inch to 2 inches (25.4 mm to 50.8 mm) between your crotch and the top tube of the ebike.

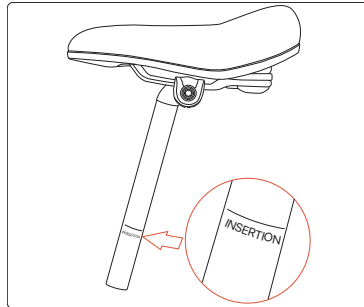
If your crotch touches the frame, it indicates that the ebike is too big for you.

To check for the correct standover height, straddle the ebike while wearing the kind of shoes in which you will be riding, and bounce vigorously on your heels.



2. Step-Thru ebike

Standover height does not apply to the ebike with a step-thru frame. Instead, the limiting dimension is determined by the saddle height range. You must be able to adjust your saddle position as described in [“Adjust the Saddle Height”](#) without exceeding the minimum insertion marking on the seatpost.



Saddle Position Adjustment

Small changes in saddle position can have a substantial effect on performance and comfort. To find the desired saddle position, you need to make only one adjustment at a time. For detailed information, refer to [“Adjust the Saddle Height”](#). If you want to adjust the saddle backward or forward, refer to [“Adjust the Saddle Angle and Horizontal Position”](#).

Brake Lever Adjustment

The angle of the brake levers can be adjusted for the most comfortable hand position possible. If you have big or small hands or find it difficult to squeeze the brake levers, you can also adjust the distance between the brake lever and the handlebar. For detailed information, refer to [“Adjust the Brake Lever Positioning”](#).

Stay Within the Weight Limits

The ebike and its parts have strength and integrity limitations. Before riding for the first time, it is essential to get to know the weight limit of your ebike. For detailed information, refer to the [“Weight Limits”](#) in this owner’s manual.

Riding With a Child

Never carry passengers, especially children. Otherwise, it may cause loss of control of the ebike and result in serious injury or death, and void the warranty. Please note that this ebike is not designed for use by children under the age of 16.

Safety Check

- Make sure the handlebar cables were routed correctly when the handlebar was installed. Turn the handlebar fully to the left and right and ensure that no cables or wires can be taut.
- Make sure the pedals are secured with a pedal wrench according to the torque value listed in *"Recommended Torque Values"*.
- Ensure that the cable connectors on the ebike are all plugged in securely and that nothing loosened in shipping.
- Check the brake functions per the directions in the *"Brake System Inspection"*.

It is normal that brakes can rub a little the first few times you ride. Any squeak or noise should go away with use.

For more detailed information about safety checks, refer to *"Before Every Ride"*.

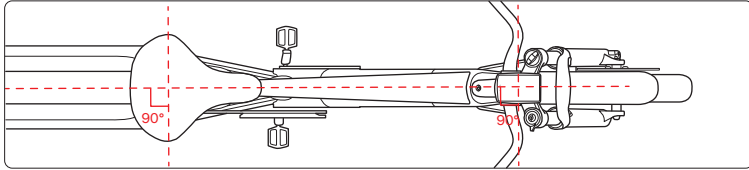
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General Inspection

Handlebar

- Make sure the handlebar is at 90° to the front wheel.



- Ensure that the handlebar is tightened sufficiently so that it will not twist out of alignment and does not rotate in the stem.
- Ensure that no cables are pulled or caught when you turn the handlebar from side to side.
- Make sure that the handlebar and stem are aligned, correctly adjusted, tightened, and allow proper steering.

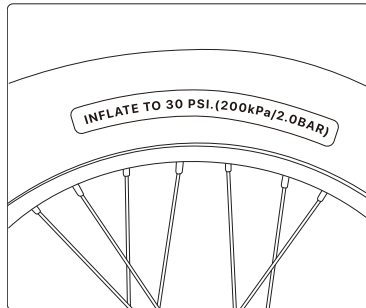
Suspension Fork

- Ensure that the suspension fork is not bent or broken.
- Make sure that no suspension component can “bottom out” or be fully compressed.
- The suspension fork should be properly adjusted according to your weight and terrain. For more detailed information, refer to the *“Adjust the Suspension Fork.”*

Wheels and Tires

- Ensure that tires are holding air and inflated to the recommended PSI indicated on the tire sidewall. Do not overinflate or underinflate tires.

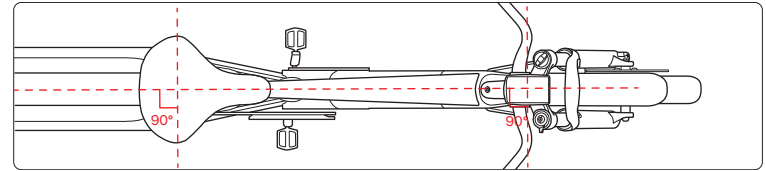
For example, the standard tire pressure on a Velotric Nomad 1, which comes equipped with fat tires, is 30 PSI, as shown in the illustration at the right.



- Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage.
- Ensure rims run true and have no obvious wobbles, dents, or kinks.
- Check each wheel spoke. If any are loose or broken, seek help from a qualified mechanic.
- Check the axle nuts on the rear wheel to ensure they are correctly tightened.
- Check the security of the front and rear wheel mounting. The wheel security and hardware torque should also be checked on a regular basis. For more detailed information, refer to *“Recommended Torque Values.”*

Saddle and Seatpost

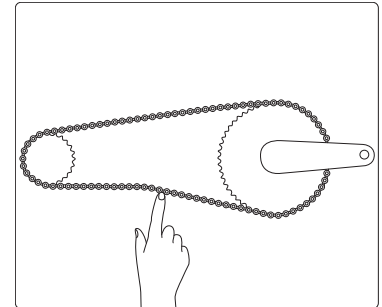
- Make sure the saddle is in line with the center of the frame.



- Check that the seatpost is tightened sufficiently so that the saddle will not twist out of alignment, or move or tilt up and down.
- Ensure that the seatpost minimum insertion marking is fully inserted into the frame.

Chain

- Make sure that the chain has the correct tension and won't fall off the chainring during a ride. If you are unsure about the correct tension, seek help from a qualified mechanic.
- Ensure that the chain has no kinks, rust, broken pins, plates, or rollers.
- Pay special attention if you live in a coastal or dusty area. Make sure the drivetrain is clean and oil the chain.



Pedals

- Ensure that the pedals are securely tightened to the cranks.
- Ensure that the pedals are parallel to the ground and can rotate freely when the ebike is centered.
- Make sure the pedals and your shoes are clean and free of debris that could affect your grip or interfere with the pedal system.

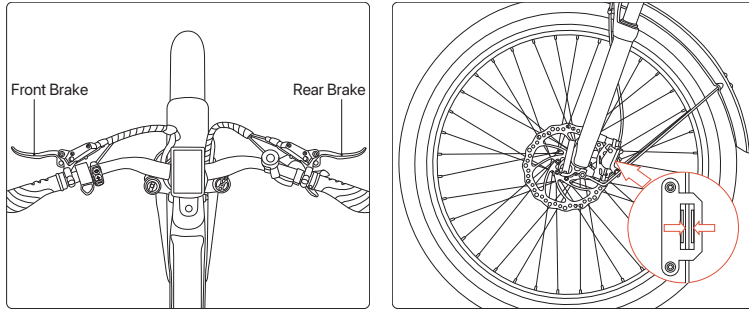
Reflectors

- Ensure all reflectors are properly fitted and not obscured.
- Make sure front and rear reflectors are secured, clean, and positioned perpendicular to the wheel.

Fasteners

Make sure that all fasteners are properly tightened and secured according to "[Recommended Torque Values](#)".

Brake System Inspection



Brakes are essential to safety. Test your brakes for proper functioning before every ride.

- Ensure that the brakes are clean and free of debris that could interfere with the brake system.
- Ensure that brake levers are lubricated and tightly secured to the handlebar.
- Check brake pads and rotors for wear and make sure that they are not overworn.
- Ensure that the brake rotor fits correctly between the brake pads.
- Ensure that the front and rear brakes work properly.
- Test that the brake levers are firm and that the brake, motor cutoff switch, and rear light are functioning properly.

- While standing still, make sure you can apply full braking force without the brake lever touching the handlebar. Otherwise, the brake lever needs to be adjusted. For detailed information, refer to "[Adjust the Brake Lever Positioning](#)".

Electrical System Inspection

Display

- Make sure that the cable of the display is properly connected and secured.
- Ensure that the display is securely attached, properly positioned, and functioning properly.

Motor Cutoff Function

Make sure that the throttle, brake levers, and motor are working properly and in good conditions.

The front and rear brake levers contain motor cutoff switches, which cut off power from the motor whenever the brakes are applied. When pushing the throttle to propel the ebike forward, squeeze the left or right brake lever to engage the front or rear brake, and the motor will stop providing power assistance. If anything seems wrong, take your ebike to a qualified mechanic.

Front Light & Rear Light

- Make sure the front and rear lights are securely attached and properly positioned.
- Make sure that the front and rear lights are not covered by foreign objects.
- Ensure that the cable of the front light is properly connected and secured.
- Ensure that the front light can be switched on or off when pressing and holding the "+" button.
- Ensure that the rear light will turn on automatically when the ebike is powered on. When a brake lever is squeezed, the rear light will illuminate a brighter, solid brake light.

Battery

- Make sure that the battery is free from any visible damage including cracks, dents, deformation, and other abnormalities.
- Ensure that all connector contacts of the battery are clean, dry, and free of dirt and corrosion.
- Make sure the battery is locked in the battery tray properly before use.
- Ensure that the battery is well charged before riding. You can check the charge level by pressing the button on the top of the battery to illuminate the charge level indicator. For more detailed information, refer to "[Battery Indicator Status](#)".
- Ensure that the battery is stored at an ambient temperature of 50°F to 77°F (10°C to 25°C). For more detailed information, refer to "[Battery Storage](#)".

Cables

- Make sure all cables are not overly bent and no kinks are present.
- Check and make sure all cable connections are tight and secure and free from debris or moisture.
- Ensure there is no damage or wear on the cables.
- Make sure all cables and housings are properly secured to the frame or fork so that they cannot interfere with or get caught on moving parts.

Recommended Torque Values

Always tighten the fasteners to the correct torque. Too much torque can stretch, deform, or break a fastener or the part it attaches to or tightens. Too little torque can allow the part to move and may lead to fatigue and breakage of the fastener or the attached part. Either mistake can lead to a sudden failure of the fastener, causing you to lose control and fall.

Category	Fastener	Tool	Torque Spec. (Nm)
Handlebar section	Grip clamp bolts	M3 Allen key	2-4
	Stem clamp bolts	M5 Allen key	13-14
	Shifter clamp bolt	M5 Allen key	8-12
	Throttle clamp bolt	M3 Allen key	3-5
	Display clamp bolts	M2.5 Allen key	2-4
	Brake lever clamp bolts	M4 Allen key	7-9
	Stem faceplate bolts	M4 Allen key	6-8
	Stem top cap bolt	M4 Allen key	7-9
Brake	Disc brake bolt	M5 Allen key	7-10
	Disc brake adapter bolt	M5 Allen key	7-10
	Brake rotor clamp bolts	T25 screw wrench	5-7
Saddle	Saddle adjustment bolt	5mm Allen key	8-10
Frame	Rear derailleur mounting bolt	M5 Allen key	8-11
	Derailleur cable clamp nut	M5 Allen key	4-7
	Motor axle nuts	18mm wrench	40-50
	Kickstand mounting bolts	M5 Allen key	8-12
Fenders	Front fender mounting bolt & nut	M5 Allen key	8-12
	Supporting rods of front fender	M4 Allen key	7-10
	Rear fender mounting bolts	M4 Allen key	7-10
	Supporting rods of rear fender	M3 Allen key	6-8

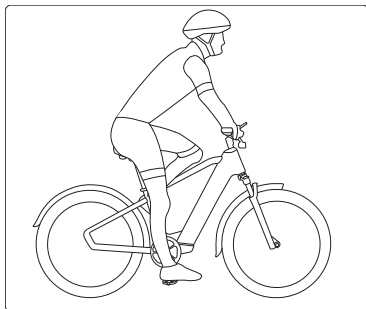
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Adjust the Saddle Height

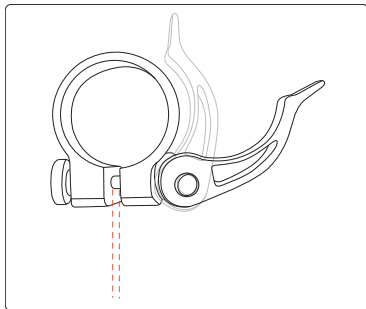
The saddle position can be tested when you sit on the saddle with your heel on the lower pedal. Before performing the adjustment of the saddle position, a saddle height test is needed.

- If your leg is straight and your knee is fully extended, it indicates that the saddle is in an appropriate position.
- If your leg is bent at the knee, it indicates that the saddle should be adjusted up.
- If you cannot reach the pedal, it indicates that the saddle should be adjusted down.



To adjust the saddle position, follow the steps below.

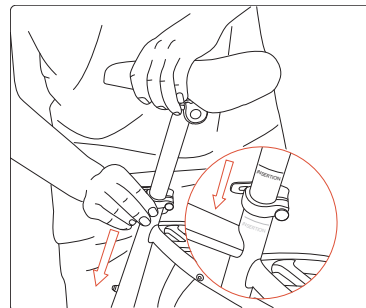
1. Open the seatpost clamp lever.



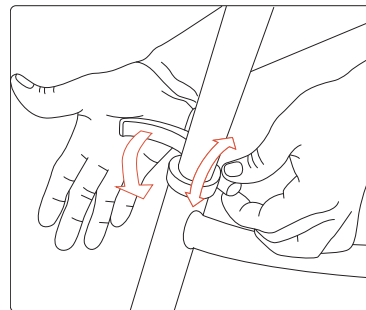
2. Slide the seatpost in or out of the seat tube.

To avoid damage to the seatpost or ebike frame, do not position the saddle deeper than the minimum insertion line on the seatpost.

If you are uncertain/unsure of/in doubt about the saddle position, seek help from a qualified mechanic.



3. Align the seatpost clamp opening with the notch in the seat tube, and close the seatpost clamp lever fully.



4. If the saddle position needs a bit more adjusting, repeat steps 1 to 3.

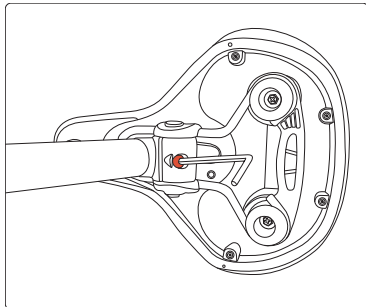
▲ WARNING

- With the seatpost fully compressed, the saddle in the rearmost position, and the rear suspension fully compressed, the rear tire may rub the saddle. To avoid this situation, it is recommended to adjust the saddle up and forward.
- After any saddle adjustment, be sure that the saddle adjusting mechanism is properly tightened before riding. A loose seatpost clamp can cause damage to the seatpost, or can cause loss of control accidents.

Adjust the Saddle Angle and Horizontal Position

The saddle can be adjusted forward or backward to reach the optimal position. Follow the steps below to adjust the saddle angle and horizontal position.

1. Loosen the saddle adjustment bolt on the clamp located underneath the saddle with an M5 Allen key.
2. Move the saddle backward or forward and tilt to adjust the angle.
3. Tighten the saddle adjustment bolt.



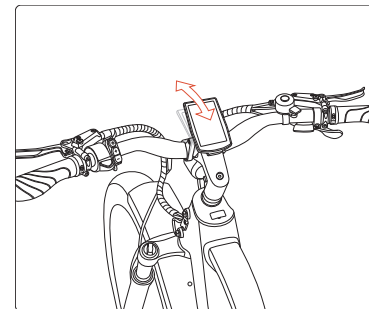
▲ WARNING

Be sure to tighten the bolt according to the torque value listed in *"Recommended Torque Values"*. Otherwise, it may cause damage to the ebike or result in serious injury.

Adjust the Angle of the Display

For best screen visibility and to prevent glare, angle the display so that you don't look straight into the display.

1. Loosen but not remove the two bolts of the display clamp with an M2.5 Allen key.
2. Adjust the angle of the display.
3. Tighten the bolts of the display clamp according to the torque value listed in *"Recommended Torque Values"*.



Adjust the Backlight of the Display

Adjusting the backlight is helpful when the screen is too dim to read.

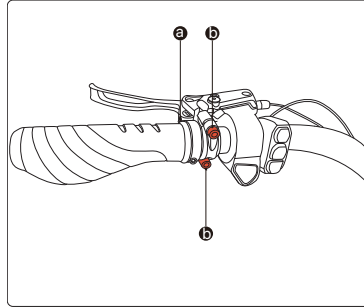
1. Press and hold the "On/Off" button to power the ebike on, and the display lights up.
2. Press and hold the "+" and "-" buttons together to go to the general settings menu.
3. Press and release the "On/Off" button to switch to the "LIGHT" setting menu. There are 5 backlight levels. "5" is the brightest.
4. Press the "+" or "-" button to select the desired backlight level.
5. Press the "On/Off" button to save the setting and return to the general settings menu.

■ NOTE

The display will return to the main menu after 60 seconds of inactivity.

Adjust the Brake Lever Positioning

Most riders would be comfortable with the default position of the brake levers. However, you may adjust them according to your preference and hand size.



To adjust the angle of the brake lever, follow the steps below.

1. Loosen the brake lever clamp bolts ("b" in the illustration above) with an M5 Allen key.
2. Adjust the angle of the brake lever.
3. Retighten the bolt of the brake lever clamp.

If you have big/small hands or find it difficult to squeeze the brake levers, you can also adjust the distance between the brake lever and the handlebar according to the steps below.

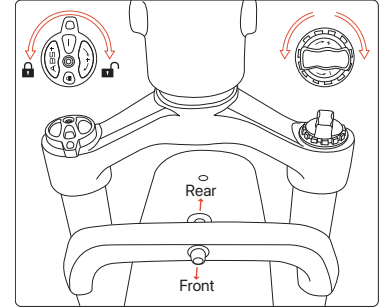
1. Locate the barrel adjuster ("a" in the illustration above).
2. Rotate the barrel adjuster anticlockwise to move the brake lever closer to the handlebar, or rotate the barrel adjuster clockwise to move the brake lever away from the handlebar.

NOTE

Make sure that the brake lever is parallel to the grip when a full brake is applied and you can hardly pull the lever closer to the grip.

Adjust the Suspension Fork

The suspension fork can move up and down to cushion bumps and uneven surfaces to increase your comfort and improve your control of the ebike. Depending on a rider's weight or preference, preload (suspension fork spring compression) can be adjusted. Adding preload will make the suspension stiffer and reduce energy loss, which can be better for heavier riders or those who prefer a stiffer, more efficient ride. Subtracting preload will make the suspension softer, which suits better for lighter riders or those who prefer maximum cushioning from bumps on the riding surface.



To adjust the resistance of the suspension fork, follow the steps below.

1. Unlock the lockout lever.
2. Adjust the resistance by turning the adjustment knob on the right lockout lever to the "+" or "-" on the knob.
 - To make the suspension fork softer, subtract resistance by turning the adjustment knob in the direction of the "-" on the knob.
 - To make the suspension fork stiffer, add resistance by turning the adjustment knob in the direction of the "+" on the knob.
3. Relock the lockout lever.

NOTE

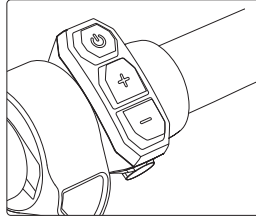
The suspension fork should be properly adjusted according to your weight and terrain. If you are unsure of the appropriate preload of the suspension fork, seek help from a qualified mechanic.

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PAS Control Panel

Icon	Name	Function Description
⏻	"On/Off" button	Power on/off the ebike
+	"+" button	<ul style="list-style-type: none"> ■ Increase the power assistance level ■ Turn on/off the front light
-	"-" button	<ul style="list-style-type: none"> ■ Decrease the power assistance level ■ Activate/deactivate the walk mode



Power On/Off

- Press and hold the "On/Off" button to power the ebike on or off.
- When powering on the ebike, the display and rear light will be illuminated automatically.
- The ebike will be powered off automatically after 10 minutes of inactivity.

Start Riding

The Velotric ebike provides 5 levels of power assistance with easy-to-operate controls including Throttle and Pedal Assist System (PAS), making it an ideal choice for riding over different terrains.

▲ CAUTION

Always wear a helmet when riding to reduce the risk of head injury in an accident. Make sure your helmet fits you properly and meets the required safety standards.

How the Throttle Works

You can push the throttle to propel the ebike forward without pedaling. If you release the throttle, the motor will stop supplying power as a backup.

How the Pedal Assist System Works

You can engage the PAS while pedaling, and it will call up assistance from the motor to help propel the ebike forward. If you stop pedaling, the motor will stop supplying power as a backup.

Assist Level

The power output of each assist level is shown in the table below. You can adapt the power output according to your riding needs.

Assist Level	Assist Mode	Description
PAS 0	-	No power output.
PAS 1	ECO	Minimal power output for maximum battery efficiency.
PAS 2	Tour	Low power output for riding long distances.
PAS 3	Normal	Medium power output for city commuting.
PAS 4	Sport	Strong power output for active riding.
PAS 5	Turbo	Maximum power output for extreme riding.

■ NOTE

- When you try and engage the throttle and PAS at the same time, only the throttle works and there is no stacking power from the motor to propel the ebike forward.
- When pushing the throttle to propel the ebike forward, squeeze the brake lever and the motor will stop providing power assistance.

Select Appropriate Assist Level

When powering on the ebike, the assist level is "0" by default and there is no power assistance while engaging the throttle or pedaling. Once you begin riding, you can press the "+" or "-" button to select the appropriate assist level. When your riding speed reaches the speed limit for each level, the motor no longer provides power assistance. The top speed for each level is shown in the table below.

Assist Level	Assist Mode	Max Speed (Velotric N1)	Max Speed (Velotric D1)
1	ECO	10 mph	8.5 mph
2	Tour	12 mph	11.5 mph
3	Normal	15 mph	14 mph
4	Sport	17 mph	17 mph
5	Turbo	20 mph	20 mph
Walk mode	-	3.7 mph	3.7 mph

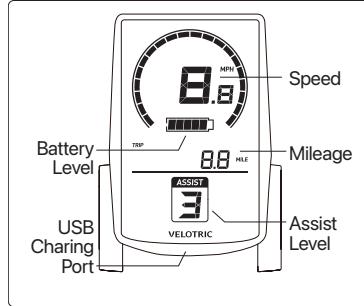
NOTE

The table above provides speed estimates under example conditions when the ebike is riding on flat terrain with a load of 176.4 lbs (80 kg), and is for reference only. The actual speed varies according to different terrains and loads and is subject to the actual situation.

Display

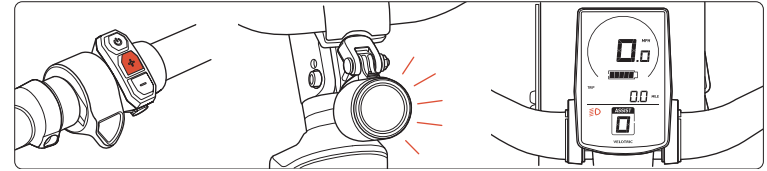
You can view the current speed, battery level, mileage, and assist level on the display.

The display will automatically light up when the ebike is powered on. After 5 minutes of inactivity, the display will automatically turn off to save power.



Name	Function Description
Speed	Indicates the current speed.
Battery Level	Indicates the remaining battery capacity.
Mileage	Indicates the current mileage.
Assist Level	Indicates the power assistance level of the ebike.

Front Light



- Press and hold the "+" button to turn the front light on or off.
- When turning on the front light, the display will be automatically dimmed.
- When the battery level is low, the battery level indicator on the display flashes, and the low battery protection will be triggered automatically so that the motor no longer provides power assistance. From this moment on, the front light can provide illumination for no more than two hours.

NOTE

- Make sure the front light is on when riding in low-visibility conditions.
- Make sure the battery is fully charged and can provide continuous lighting for your entire night trip.

Brake

- The brake levers are located on the right and left sides of the handlebar.
- The right brake lever controls the rear brake, and the left brake lever controls the front brake. Always apply the rear brake before applying the front brake, using both brakes for all operations.
- When braking, gradually add pressure to both brake levers until you are slowed down to the desired speed or come to a stop.
- Anytime when the ebike is powered on, squeezing one or both of the brake levers on the handlebar will brighten the rear light.

CAUTION

- Always control your riding speed by gradually applying the brake levers to maintain a safe speed. And keep an eye on terrain conditions and oncoming vehicles.
- Always engage the rear brake first to prevent excessive strain on the front wheel and the suspension fork and to prevent loss of control.
- Brake earlier on wet and slippery surfaces as it takes longer to slow down.

Walk Mode

Walk mode allows you to get a small amount of motor assistance to propel the ebike forward at 3.7 mph, while walking beside the ebike with both hands on the handlebar.

- Press and hold the "-" button, and you can activate the walk mode. Walk mode will stay on while the "-" button is being held.
- Release the "-" button to exit the walk mode and end power assistance.

▲ CAUTION

Inappropriate use of walk mode can cause you to lose control of the ebike, resulting in damage or injury to the ebike. Use walk mode only while dismounted from the ebike, with both hands on the handlebar, and with at least one hand on a brake lever so that you can quickly cut off power to the motor if necessary.

Charge the Battery

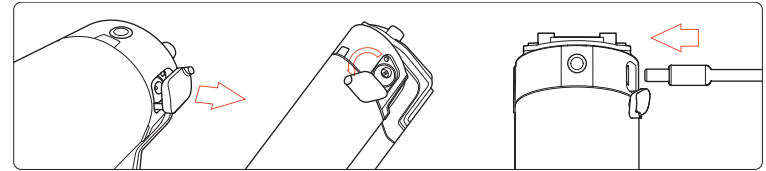
Before charging the battery, make sure you read and understand all safety-related precautions listed below.

- Always charge your battery with the charger supplied by Velotric.
- Ensure that the battery and charger are undamaged before charging. If the battery or charger looks damaged or was involved in a fall or crash (even without obvious signs of damage from outward appearances), contact us through help@velotricbike.com for more information.
- Charge your battery in a temperature controlled, dry, and safe environment ideally at room temperature, 50°F to 68°F (10°C to 20°C). Always charge between 41°F to 77°F (5°C to 25°C), because charging outside of this range may cause permanent damage to the battery in the form of capacity drop for the remainder of the battery's useful life.
- Use the charger in a safe place away from children, direct sunlight, dirt, debris, liquids, tripping hazards (including electrical cords), or any materials that could ignite in the unlikely event of a charger or battery malfunction. Position the charger and battery where they're safe and not at risk of falls or other impacts.
- Your battery and charger generate heat while charging, but they're designed to be air-cooled. While charging, keep them uncovered on a flat, stable, hard surface. Your charger should face upward with its indicator visible when in use.
- Store the charger unplugged in a safe place away from children, direct sunlight, etc. Make sure the charger plugs do not come in contact with liquids, dirt, debris, or metal objects, which can damage the plug and interfere with future operations.

Charging Procedure

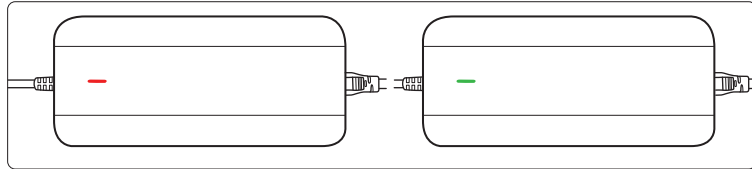
Anytime you charge your battery, check the battery, charger, and electrical cables for signs of damage. Then follow the steps below.



1. Press and hold the "On/Off" button to power off the ebike.
2. The battery can be charged either in or out of the ebike. If desired, use the key to unlock and remove the battery from the ebike frame.
3. Inspect the battery, charger, and electrical cables for damage. If everything looks fine, proceed with the rest of the steps. Otherwise, contact us through help@velotricbike.com for more technical support.
4. Open the rubber cover on the battery's charging port, and connect the DC output plug from the charger (round barrel connector) to the charging port on the side of the battery.



5. Plug the charger into a power outlet to initiate the charging. It may take about 6 hours for an empty battery (battery level 0%) to be fully charged. You can check the charging status through the indicator on the charger. For more information, refer to "[Charger Indicator Status](#)".
6. Once fully charged, unplug the charger from the outlet, then the charging port.





Charger Indicator Status



Color	Indicator Status	Description
Red	Solid on 	The battery is charging
Green	Solid on 	The battery is fully charged

NOTE While charging, the charger indicator turns solid red from green and turns solid green when the battery is fully charged.

Battery Indicator Status

Color	Indicator Status	Description
Red	Flashing 	Battery level lower than 5%
	Solid on 	Battery level 5% to 50%
Green	Solid on 	Battery level 50% to 80%
Blue	Solid on 	Battery level 80% to 100%

CAUTION The battery indicator can be illuminated by pressing the indicator button on the top of the battery when the battery is not charged.

USE CONDITIONS AND WEIGHT LIMITS

Use Conditions
Weight Limits

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Use Conditions

Always travel at speeds appropriate for the terrain, conditions, and your experience level.

Path Riding

Strictly abide by laws and regulations concerning shared-use paths and facilities. Keep your speed reasonable and below path speed limits, and pass carefully and kindly. Use your voice and/or bell to signal your presence to others, especially when passing.

Road Riding

When riding on streets, obey the same road laws as all other road vehicles as well as local rules governing bike or ebike usage.

Sharing the road with other vehicles presents many hazards. To reduce the possibility of accidents, take the safety precautions below.

- Be sure to wear a helmet on every ride.
- Yield to pedestrians and other vehicles.
- Obey the rules of the road. Stop at stop signs and lights.
- Keep a safe distance from other riders or vehicles.
- Expect the unexpected such as car doors opening or cars backing out of driveways.
- Ride in control at all times. Proceed at a safe speed that permits you to react quickly to unexpected circumstances.
- Ride predictably, in a straight line, and with the flow of traffic. Never ride against traffic.
- Be ready to brake. Keep your hands on or near the brake levers so as to stop quickly.
- Use correct hand signals to indicate turning, and do so well in advance of turning.
- Increase your visibility according to the safety precautions in *"Low-visibility Conditions"*.

Off-road Riding

Off-road riding is very different from riding an ebike on the road. It involves many variables such as constantly changing traction, obstacles, changes in line of sight, uphill, downhill, soft surfaces, dry surfaces, and wet surfaces. The variable conditions and hazards of off-road riding require focus, concentration, strength, fitness, and learning to read the trail. Make sure you have the appropriate skills when riding off-road and wear appropriate safety gear. Do not ride alone in remote areas.

Taking a rider weighing 176.4 lbs (80 kg) riding off-road at an ambient temperature of 77°F (25°C) as an example.

- When engaging the throttle to propel the ebike forward, the ebike can ride uphill with a maximum incline of 8°.

- When engaging the PAS to propel the ebike forward, the ebike can ride uphill with a maximum incline of 10°.

NOTE

The maximum slope range available for the ebike may vary slightly depending on the weight of the rider and the ambient temperature, and is subject to the actual situation.

Hot or Cold Conditions

Riding, parking, or storing the ebike in excessively hot or cold conditions can cause damage to the display and other components. Do not park or store the ebike in direct sunlight for extended periods. For more information on safe and recommended temperature ranges for your battery, refer to *"Battery"*.

Low-visibility Conditions

Riding at night/dawn/dusk or in other low-visibility conditions such as fog, rain, mist and snow is dangerous. It is harder for a rider to read signs and identify and respond to hazards, and also harder for others to see and avoid you, increasing the risk of accidents, serious injury or death. Slippery and uneven surfaces will compound the risk. Avoid these conditions when possible.

Should you have to ride in low-visibility conditions, taking the safety precautions below can reduce the risk to some extent.

- Ride slow.
- Stay alert. Ride defensively and expect the unexpected.
- Avoid dark areas and areas of heavy or fast-moving traffic.
- Wear reflective or light-colored clothing to get the attention of approaching motorists, pedestrians, and other traffic.
- If possible, ride on familiar routes.
- Ensure that the front and rear lights are functioning correctly and unobstructed.
- Ensure that the front and rear reflectors are correctly positioned and securely mounted, and are not blocked by any foreign objects.

Extreme Riding

Extreme riding is extremely dangerous. It increases the risk of injury or death and the severity of injuries. This type of riding can only be performed by professionals with many years of training and experience. Velotric strongly recommends against inappropriate and dangerous use of our products.

WARNING

Even with state-of-the-art safety gear, you could be seriously injured, paralyzed or killed when jumping, stunt riding, riding downhill at speed or in competition. To be free from such risks, do not engage in this type of riding.

Wet Weather Riding

Wet weather impairs traction, braking, and visibility, both for the cyclist and for other vehicles sharing the road. The risk of an accident is significantly increased in wet conditions. In wet weather, extra care is required when riding the ebike.

▲ WARNING

Riding in wet conditions involves slippery hands, feet, and riding surfaces, which greatly increases your risk of accidents, serious injury, or death. Low-visibility conditions such as night, dusk, dawn, fog, mist, rain, or snow will compound the risk of injury or death.

If you must ride in wet conditions, taking the safety precautions below can reduce the risk to some extent.

- Stay alert. Ride defensively and expect the unexpected.
- Ride slower to better control the ebike in slippery conditions.
- Brake earlier as it will take longer to slow down than in dry conditions.
- Increase your visibility according to the safety precautions in "*Low-visibility Conditions*".

Weight Limits

The total maximum weight limit or payload capacity of the ebike, including the weight of the ebike, rider, clothing, cargo, accessories, and so on, is 220 lbs (100 kg).

▲ WARNING

Never exceed the weight limit of your ebike. Overloading may void the warranty and cause the ebike or ebike parts failure or loss of control, and result in serious injury or death.

TROUBLESHOOTING

Troubleshooting
Error Code

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Troubleshooting

Problem	Most Common Solutions
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Ebike does not work (No power):

Insufficient battery power	Charge battery
Faulty connections	Clean and repair connectors
Battery not fully seated in tray	Install battery correctly
Improper turn on sequence	Turn on the ebike with proper sequence
Battery non-functional	Replace battery

Ebike rocks back and forth:

Wobble fork	Adjust fork
Gap between stem and stem spacer	Close up the gap
Gap between lower end of head tube & suspension fork	Close up the gap

Irregular acceleration and/or reduced top speed:

Insufficient battery power	Charge or replace battery
Loose or damaged throttle	Replace throttle

Motor does not respond when the ebike is powered on:

Insufficient battery power	Charge battery
Brakes are applied	Disengage brakes
Throttle not reset	Reset or replace
Loose wiring	Reconnect or replace
Loose or damaged throttle	Tighten or replace
Loose or damaged motor plug wire	Secure or replace
Motor damaged	Replace motor
Controller damaged	Replace controller
PAS sensor damaged	Replace PAS sensor

Reduced range:

Low tire pressure	Inflate tires to PSI stamped on sidewall
Low battery	Charge battery
Driving with too many hills, headwind, braking, or excessive load	Assist with pedals or adjust route
Battery discharged for long period without regular charges	Recharge the battery. If range decline persists, contact us through help@velotricbike.com
Brakes rubbing	Adjust the brakes
Faulty, damaged, or aged battery	Replace the battery

Battery will not charge:

Charger not well connected	Adjust the connections
Charger damaged	Replace the charger
Battery damaged	Replace the battery
Wiring damaged	Replace
Battery non-functional	Replace battery
Battery overdischarged	Replace battery
Ambient temperature below 41°F (5°C) or above 104°F (40°C)	Keep the battery in an environment with an ambient temperature of 50°F to 77°F (10°C to 25°C) for at least 1 hour

Wheel or motor makes strange noises:

Loose motor cable connection	Reconnect cable
Damaged wheel spokes or rim	Repair or replace
Damaged motor wiring	Replace motor

Charger indicator flashes red while charging:

Charging abnormality	Unplug the charger and contact us through help@velotricbike.com
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Display does not show speed or shows wrong speed:

Wiring damaged	Replace
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Wrong wheel diameter settings	Initial the setting
Motor damaged	Replace motor
Mismatched tire	Replace tire

Front/rear light cannot be illuminated:

Light damaged	Replace light
Controller damaged	Replace controller
Damaged PAS control panel	Replace PAS control panel

Error Code

Your Velotric ebike is equipped with an error detection system integrated into the display and controller. In the case of an electronic control system fault, an error code should display. The error codes in the table below are the most common and can aid in troubleshooting. If your ebike has an error code displayed at any time, it is recommended that you cease operation and contact Velotric immediately.

Error Code	Definition
21	Abnormal current or damaged MOS tube
22	Throttle fault
23	Missing phase on motor
24	Motor hall fault
25	Abnormal brake
26	Battery undervoltage
30	Communication fault

MOVING AND STORAGE INSTRUCTION/ INSTRUCTION VISANT LE DÉPLACEMENT ET L'ENTREPOSAGE

USER MAINTENANCE INSTRUCTIONS/INSTRUCTIONS D'ENTRETIEN À L'INTENTION DE L'UTILISATEUR	44
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USER MAINTENANCE INSTRUCTIONS/ INSTRUCTIONS D'ENTRETIEN À L'INTENTION DE L'UTILISATEUR

Regular maintenance is important to your safety and the longevity of your ebike. Any part of a poorly maintained ebike can break or malfunction leading to an accident. Velotric strongly recommends that you follow a regular maintenance schedule based on normal use. If you ride your ebike more than the time indicated, perform maintenance more frequently than recommended. If a part malfunctions, check and service it immediately, or seek help from a qualified mechanic. If a part has worn or damaged, replace it before the next time you ride the ebike.

Read and understand the recommendations and the recommended service schedule below.

Basics

- Always store the ebike in a clean dry place to avoid rust and damage to the battery.
- If storing your battery for long periods, follow the recommendations in "[Battery Storage](#)".
- Clean the frame of the ebike with a damp cloth and mild non-corrosive cleaner. For more detailed information, refer to "[Cleaning](#)".
- Do not submerge the ebike in water as the electrical system may be damaged. Be sure to store the ebike under shelter and avoid leaving it out in the rain. For more detailed information, refer to "[Storage](#)".

▲ WARNING

Water damage and corrosion are not covered under warranty.

- Ensure that the tires of the ebike are always inflated to a pressure within the recommended range printed on the tire sidewall.
- Ensure that all components of the ebike are in good working condition before each ride. For more detailed information, refer to "[Before Every Ride](#)".
- Service the ebike at regular intervals. For more detailed information, refer to "[Recommended Service Schedule](#)".

▲ CAUTION

- Storage at temperatures above 77°F (25°C) can decrease battery health and overall lifespan.
- Improper storage and/or long-term neglect of the battery can cause decreased capacity and defects and may void the battery warranty.
- Do not open the battery housing. Otherwise, it can result in damage to the battery or cause serious injury and/or death, and voids the warranty.

Recommended Service Schedule

Weekly

- | | |
|---------|--|
| Inspect | <ul style="list-style-type: none">■ Inspect fasteners for proper torque.■ Inspect drivetrain for proper alignment and function (including chain, cassette, chainset, and derailleur).■ Inspect wheel trueness and inspect for quiet wheel operation on (without spoke noise).■ Inspect condition of frame and its welds for damage.■ Inspect and test brake pads.■ Inspect tire pressure. |
| Service | <ul style="list-style-type: none">■ Clean frame with damp cloth and mild soap as needed.■ Clean and lubricate chain.■ Turn barrel adjuster(s) to tighten derailleur/brake cables if needed. |
| Replace | <ul style="list-style-type: none">■ Replace any worn or damaged components. |

Monthly

- | | |
|---------|--|
| Inspect | <ul style="list-style-type: none">■ Inspect brake pad alignment and brake cable tension.■ Inspect shifting.■ Inspect chain stretch.■ Inspect brake and shifter cables for corrosion or fraying.■ Inspect rims and check spoke tension.■ Tighten any attached accessories (i.e. fenders, racks, reflectors) that may interfere with spokes or the drivetrain. |
| Service | <ul style="list-style-type: none">■ Lubricate suspension fork and brakes.■ Clean and lubricate drivetrain.■ Clean brake and shift cables.■ True and tension wheels if any loose spokes are identified. |
| Replace | <ul style="list-style-type: none">■ Replace brake and shift cables if necessary.■ Replace brake pads if necessary. |

Every 6 Months

- | | |
|---------|--|
| Inspect | <ul style="list-style-type: none">■ Inspect drivetrain (chain, chainset, cassette, and derailleur).■ Inspect all cables and housings. |
| Service | <ul style="list-style-type: none">■ Standard tuneup by a qualified mechanic is recommended.■ Grease the bottom bracket. |
| Replace | <ul style="list-style-type: none">■ Replace brake pads if worn.■ Replace tires if worn.■ Replace cables and housings if necessary. |

USER MAINTENANCE INSTRUCTIONS/ INSTRUCTIONS D'ENTRETIEN À L'INTENTION DE L'UTILISATEUR

General Storage

- Remove the battery from the ebike for long-term storage. For more detailed information, refer to *"Battery Storage"*.
- Keep the ebike stored in a clean, dry, and ventilated environment with an ambient temperature of 50°F to 77°F (10°C to 25°C).
- Keep the ebike stored indoors protected from direct sunlight, high temperature, and water.
- Make sure the ebike is properly locked up to reduce risk of theft.

▲ CAUTION

- Snow, rain, road salts, and acids can cause certain parts of the ebike to corrode or deteriorate.
- Ultraviolet light from the sun can fade the paint and can cause rubber or plastic parts to become porous or to crack.
- Exposure to excessively high or low temperatures during storage can cause temporary malfunctions or even permanent defects.
- Storing your ebike in direct sunlight can cause damage to the display.
- Water damage and corrosion are not covered under warranty.

Winter Storage

When winter weather strikes and temperatures plummet, you need to take a few extra precautions to ensure that your ebike is properly protected from the elements.

To keep your ebike and battery safe during the winter, keep in mind:

Velotric batteries have Low Temperature Protection Mode.

When the ambient temperature is below 32°F (0°C), your Velotric ebike battery will go into Low Temperature Protection Mode, and the battery will no longer charge. This keeps your battery safe even in below-freezing temperatures.

To exit Low Temperature Protection Mode, keep your battery in a warm environment for at least 1 hour. This mode will be off when the battery temperature reaches 50°F (10°C).

Battery Storage

The ebike battery is the most sensitive component of an ebike and requires additional caution when it comes to storage. Follow the instructions below to maintain the health and longevity of the battery.

- Keep the battery away from water, corrosive materials, and heat sources.
- Do not store the battery with the charger connected or on the ebike.

- Keep the battery stored in a clean, dry, and ventilated environment with an ambient temperature of 50°F to 77°F (10°C to 25°C).
- Keep the battery out of the reach of children and animals.
- Do not lean on, stack anything on top of, or hang anything from the battery.
- Do not expose the battery or battery charger to harsh chemicals or vapors.

▲ WARNING

Overheating of the battery could result in electrical fires or explosions. Always store the battery and charger in a well-ventilated area at moderate temperatures.

- Check regularly and keep the battery charged at a capacity of 60% to 80% during long-term storage.
- Recharge the battery when its capacity has dropped below 60%.
- Disconnect and remove the battery from the ebike and place it in a flat and dry place for long-term storage.
- With dielectric oil applied to the connector ends to repel moisture, the risk of corrosion decreases.
- Do not expose the battery or the charger to shocks such as falling.
- Do not store the battery upside down.

Cleaning

- Wipe any dirty painted or plastic parts with a soft, damp cloth and neutral cleaners. Carefully dry the parts with a clean, soft, and dry cloth after cleaning.
- Wipe the surface of the display with a soft cloth dampened with clean water. Do not use any cleaners or spray liquids on the surface of the display.

▲ CAUTION

- Do not wash your ebike with water, as water may enter the electrical system, resulting in personal injury or malfunction of the ebike.
- Do not grease or use a greasy cloth to wipe down the electrical connectors, brake pads, wheels, tires, or plastic parts.
- Do not use a pressure washer as this can force water into the electrical components.
- Do not use harsh cleaners to wash the components, which may cause materials to deteriorate, change color, distort, scratch, and so on.

Parking

The ebike is heavier than bicycles without motor support and improper parking may result in tip-over, serious injury or death. Follow the instructions below when parking the ebike.

- Park in accordance with local rules and regulations, especially in a public place.
- Park indoors whenever possible. If you have to park outdoors, do not leave the ebike unsheltered in rainy or wet conditions for an extended period of time and move the ebike to a dry place soon afterwards until it dries out. When any ebike is exposed to wet conditions, a more frequent maintenance schedule is needed to prevent rust and corrosion and to ensure all systems work safely.
- Avoid parking or storing your ebike in direct sunlight, which can cause damage to the display.
- Do not park or store your ebike in excessive heat, such as inside a parked car on a hot day. Always store your ebike within this temperature range: -4°F to 140°F (-20°C to 60°C).
- Switch the power and any lights off to save battery power. Remove the key from the ebike and ensure the battery is locked to the frame or use the key to remove the battery and keep it safe.
- Park the ebike where an electric socket is available, if possible.
- Keep the ebike parked in a safe area away from children, animals, and vehicles.
- Keep the ebike parked on a level surface so it won't tip over.
- Keep the ebike away from water, corrosive materials, and heat sources.

TECHNICAL SPECIFICATIONS

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Electronics

Model	Step-Thru	High-Step
Battery	Model: US4815 48V 691.2Wh LG Certified 21700 Cell	Model: US4815 48V 691.2Wh LG Certified 21700 Cell
Charger	54.6V 3.0A Velotric Bike smart charger, UL Certified, operates on 100V-240V AC power outlets Model: BC010546030, BCVR8301 Manufacturer: Dongguan Angdi Technology Co., Ltd.	54.6V 3.0A Velotric Bike smart charger, UL Certified, operates on 100V-240V AC power outlets Model: BC010546030, BCVR8301 Manufacturer: Dongguan Angdi Technology Co., Ltd.
Controller	48V, FOC, Max speed 20 MPH	48V, FOC, Max speed 20 MPH
Display	3.5 Inches, Backlit LCD Display (MPH) Speedometer, trip odometer, and pedal assist level	3.5 Inches, Backlit LCD Display (MPH) Speedometer, trip odometer, and pedal assist level
Hub Motor	48V 750W, Max torque 75 Nm	48V 750W, Max torque 75 Nm
Front Light	12V DC Velotric standard front light 45 LX	12V DC Velotric standard front light 45 LX
Rear Light	12V DC Velotric standard rear light Brake highlight	12V DC Velotric standard rear light Brake highlight
Pedal Assist	Intelligent 5 level pedal assist with 12 magnet speed sensors	Intelligent 5 level pedal assist with 12 magnet speed sensors
Throttle	Thumb-press	Thumb-press
Wiring	IPX4	IPX4

Ebike Components

Model	Step-Thru	High-Step
Brake Calipers	Hydraulic disc brakes	Hydraulic disc brakes
Brake Levers	Aluminum alloy, with adjustable reach and power cutoff switch	Aluminum alloy, with adjustable reach and power cutoff switch
Tires	26 x 4.0 inches puncture-resistant liner	26 x 4.0 inches puncture-resistant liner
Brake Rotors	180 mm front and rear	180 mm front and rear
Chain	KMC-Z8.3	KMC-Z8.3
Derailleur	Shimano RD-M310, 8-speed	Shimano RD-M310, 8-speed
Fenders	Full coverage	Full coverage
Fork	Hydraulic suspension with 80 mm travel, with lock-out	Hydraulic suspension with 80 mm travel, with lock-out
Frame	6061 Aluminum alloy	6061 Aluminum alloy
Freewheel	8-speed, 13-34T	8-speed, 13-34T
Gearing	1 x 8-speed	1 x 8-speed
Grips	Durable ergonomic grips	Durable ergonomic grips
Handlebar	Aluminum alloy, 31.8 mm, 700 mm wide	Aluminum alloy, 31.8 mm, 700 mm wide
Stem	Aluminum alloy, Velotric customized, 10-degree rise	Aluminum alloy, Velotric customized, 10-degree rise
Pedals	Aluminum pedals	Aluminum pedals

Range/Speed/Weights

Model	Step-Thru	High-Step
Pedal Assist Range	55 Miles	55 Miles
Throttle Range	52 Miles	52 Miles
Max. Speed for Pedal Assisted	20 MPH	20 MPH
Max. Load	220 Lbs	220 Lbs
Weights	Step-Thru: 72 Lbs	High-Step: 73 Lbs

SUPPORT INFO

For additional support, contact the Velotric technical support team through help@velotricbike.com. Please include the following information when contacting Velotric.

- Owner name
- Contact information
- Order number
- Purchase channel
- Product model
- Frame number (bottom bracket)
- Brief description of the issue

WARRANTY POLICY

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Limited Warranty Terms

All Velopower, Inc. ebikes (the “ebike”), and their individual Covered Components (as defined herein), are protected against all manufacturing defects in material or workmanship for one (1) year after receipt of the ebike by the customer (the “Warranty Period”). This Limited Warranty is only applicable to United States ebike purchases (purchases in Canada and the European Union shall be subject to their respective warranty terms) and in accordance with the following terms:

- Only the original owner of an ebike purchased from Velopower, Inc.’s online or physical storefront is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the ebike and shall end immediately upon the end of the Warranty Period or any sale or transfer of the ebike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the ebike.
- The Limited Warranty is expressly limited to the replacement of a defective lithium ion battery (the “Battery”), frame, forks, battery, motor, motor controller, LED display, throttle, brake, front light, rear light and charger (each a “Covered Component”).
- The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

This Limited Warranty Does Not Cover

- Normal wear and tear of any Covered Component (as mentioned above).
- Consumables or normal wear and tear parts (including without limitation tires, tubes, brake pads, cables and housing, grips, chain and spokes).
- Any damage or defects to Covered Components resulting from failure to follow instructions in the ebike owner’s manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the ebike as sold, operator error, water damage, extreme riding, stunt riding, or improper maintenance.
- For the avoidance of doubt, Velopower, Inc. will not be liable and/or responsible for any damage caused by use, speed unlock, hardware or software modifications, failure or loss caused by any unauthorized service or use of unauthorized parts.
- The Battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.
- Any products sold by Velopower, Inc. that is not an ebike.

DETERMINING WHETHER DAMAGE OR DEFECT TO AN EBIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF VELOPOWER, INC.

Shipping Damage

Damage to a Covered Component during shipping is not covered by this Limited Warranty, but Velopower, Inc. will replace such damaged Covered Components if you:

- Notify Velopower, Inc. of a Covered Component damaged in the shipping process within thirty (30) days of your receipt of the ebike;
- Provide Velopower, Inc. with a dated picture of the damaged Covered Component;
- Return all original packaging and paperwork included with the ebike;
- Note any immediately recognizable damage prior to signing off on the shipment on the shipper’s Bill of Lading.

Shipping damage claims are very time-sensitive and it is your responsibility to immediately inspect the ebike for damage upon receipt.

If you choose to set up your own shipping method, such as use of a freight forwarder or other similar service, Velopower, Inc. will not replace any Covered Components damaged during such shipping processes.

The warranty policy might be updated or revised without notice, please visit www.velotricbike.com to get the latest version of the warranty policy.

VELOTRIC

Contact

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E-mail: help@velotricbike.com

Phone: +1 888-559-3099

Hours: Monday-Friday, 7AM-6PM PST

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