WIND HORSE

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WIND HORSE

F2 ELECTRIC BICYCLE

USER MANUAL

Contents

Congratulatuions on your purchase !

This user manual will help you assemble and operate your new electric bike. Be sure to read all the information in this manual before riding.

NOTE TO ALL RIDERS UNDER 18 YEARS OF AGE:

It's very important that you get parental permission before riding your electric bike.

Product Safety Notice

Don't Ride Until You Read This:

Always wear a helmet when riding your electric bike.

Keep the two keys properly. If the unique keys are lost, you will not be able to turn on the bike or replace the battery.
If necessary, you should get more spare keys (If needed, you also can purchase it at www.windhorse.com).

Make sure your electric bike has a full battery before taking it out to ride.

Always be aware of local road laws, and follow them.

Do not ride the bike under the influence of drugs or alcohol.

Always respect pedestrians.

Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.

Warning Message

1. Avoid water - The electric bike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
2. Avoid prolonged exposure to sun or rain and avoid storage in places with high temperatures or corrosive gas.
3. Abuse - We do not cover physical damage due to negligent care and extreme riding.
4. Whenever you ride the Windhorse Electric Bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
5. Do not modify the product from manufacturer's original design.
6. Do not exceed the posted speed limit and obey all traffic laws.
7. Avoid touching the charging port directly and do not let it make contact with a metal object.
8. Keep hands and all body parts away from moving parts while operating the electric bike.
9. Before riding - be sure to check the electric bike over and make sure the electric bike is operating correctly before each use.
10. Before riding - be sure to check that the braking system is functioning properly;also be sure to check that all safety labels are in place and you understand the safety warnings.
11. Before riding - be sure that any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
12. Before riding - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
13. Never exceed the 330 lbs (150 kg) maximum load rating.
14. The electric bike should never be used by children under the age of 18.
15. Maximum Speed - Your electric bike goes at a maximum speed of 20 mph.
16. Make note that additional insurance may be required to cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
17. To conserve electricity, use assist mode, and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people and riding with insufficient air pressure.

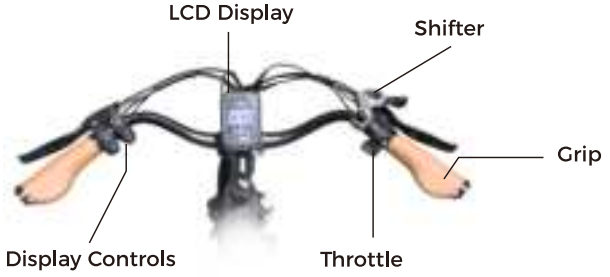
Package Contents

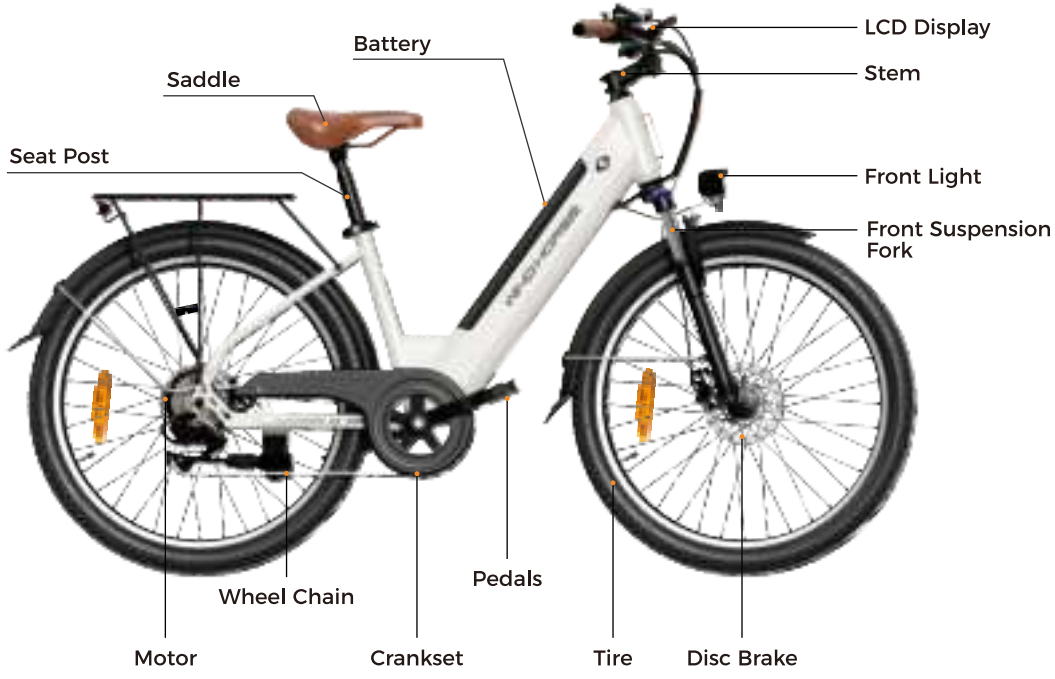
Carefully check package contents, if anything is missing or damaged,please contact Windhorse customer service for support: support@windhorse.com

Unpack the bike. Open the bike box and remove the small box inside. With the help of another person capable of safely lifting a heavy object, remove the bike from the bike box. Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible. Open the small box and carefully set out all contents.

 User Manual x1	 Stem Cover x1	 Pedals x2	 Front Wheel x1
 Seat x1	 Fender x1	 Keys x2	 Front Wheel Screw x1
 Nylon Cable x3	 2 × Wrenches 3× Allen Key Wrenches	 Charger x1	 Kickstand x1
 Rear Rack x1		 Electric Bike x1	

Product Overview

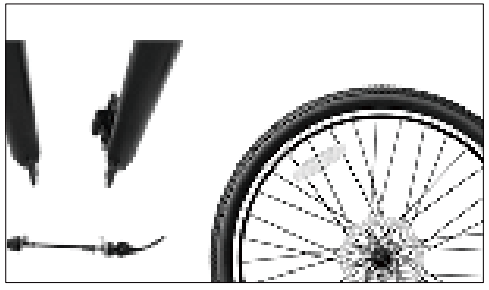




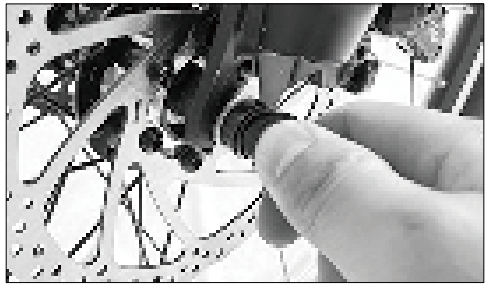
Assembly

Step 1 - Front Fork

If you do not feel comfortable assembling the bike yourself, we recommend taking your new bike to a bike shop for assembly and inspection. If you are willing to assemble the bike yourself, be sure to follow all instructions, properly adjust gears and brakes, and set tire pressure.



1. Locate the quick-release lever. Open the lever and remove the thumb nut, safety hook, cone spring (opposite the lever). Keeping the washer and other safety hook and cone spring in place on the lever side.



2. Line up the fork with the axle at the center of the wheel. Make sure there's a spacer between the fork and wheel on each side. Install safety hook, gasket, and nut in turn.

3. Tighten the nut onto the fork.

4. Install the front fork cover.

Note: When properly installed, the front wheel should be fully seated and centered in the dropouts of the front fork, The brake rotor should be in between the brake pads in the brake caliper, and the front fork nut should be fully and properly secured. Ensure the front wheel is properly secured before moving on to the next step.

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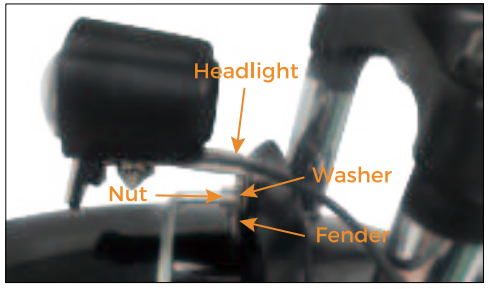
Assembly

Step 2 - Front Fender & Headlight

1. Take out the fender, remove the nut, washer and bolt at the top of the front fork.



2. Take out the headlights and screws (including1xBolt,1xWasher, and 1xNut) Slide the fender through the fork. Reattach the bolt, washers.fender, headlight, and nut (in that order) with 5mm wrench.

3. Remove the nut, washer, and bolt at the bottom of the front fork slide the fender through the fork. Reattach the lower fender screws.

4. Plug in the headlight. Locate the two sides of the orange, three-pin headlight connector, carefully align the internal pins and notches and external arrows, then press directly together without twisting to fully seat the connection.

Assembly

Step 3 - Stem

1 Loosen the screws to remove the front fork sleeve.

2 Take out the stem and insert it into the front frame.

3 Tighten the screws to fix the stem in place.

4 After making sure the stem is align with the direction of the tire,Tighten the clamping screws below the stem to fix the direction.

5 Tighten the screws to fix the handlebar in place.

6 Cover the stem screw with Steam screw plugs for protection.

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Assembly

Step 4 - Kickstand

1 Take out the kickstand and loosen the two screws on top.

2 Make sure the kickstand is align with the two holes in the frame.

3 Tighten the screws to fix the kickstand in place.

Assembly

Step 5 - Rear Rack & Taillight

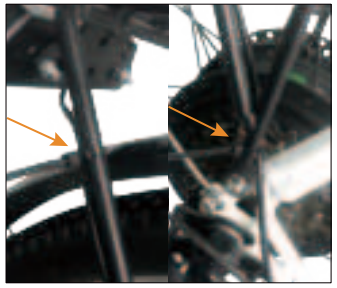
1 Loosen the four screws in the seat stay.

2 Align the rear rack with the seat stay and tighten the screws.

3 Take off the nuts on the taillight.

4 Assembly the taillight into the rear rack.Screwing the nuts.

5 Use wrench to tighten the nuts.



6 For ride safe, secure the taillight cable to the seatstay with nylon cable ties.

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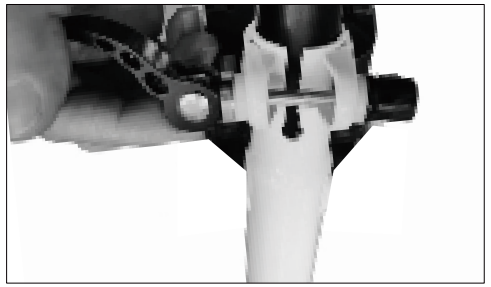
Assembly

Step 6 -Seat

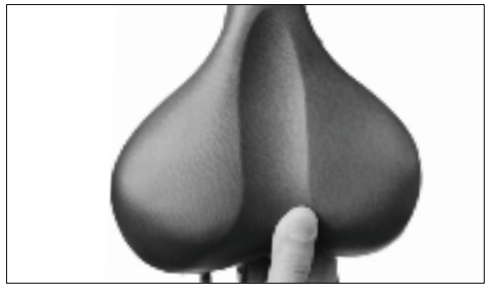
For better pedaling, safety and overall riding comfort, positioning the seat at the right height is important. The rider's leg length is used to determine the seat's position. When you pedal, your hips should remain level and your legs should be almost fully extended at the bottom of the pedal stroke, but not over-extended.

To determine the right seat height, sit on the eBike with one pedal at its lowest point and place the ball of your foot on the pedal. Your leg should be almost fully extended(not locked out) with a slight bend at the knee.



1 Open the quick-release lever by swinging the lever open and outward fully.

2 Move the seat up and down by sliding the seatpost in or out of the seat tube. DO NOT raise the seatpost beyond the minimum insertion marking etched into the seatpost tube.

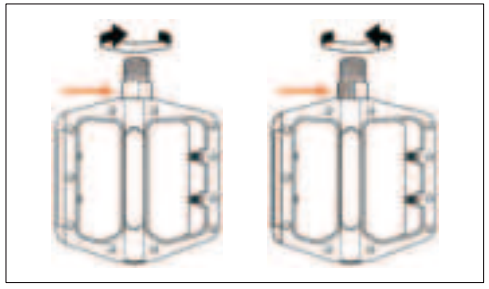


3 Adujst the seat and the head of the seat is parallel with the top tube.

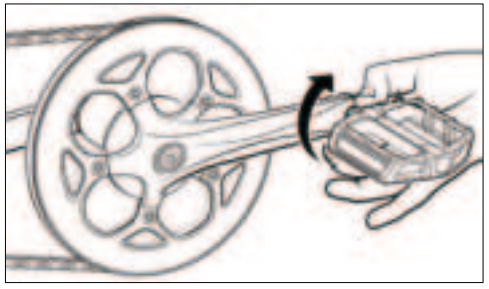
4 Close the quick-release lever using your palm or finger.

Assembly

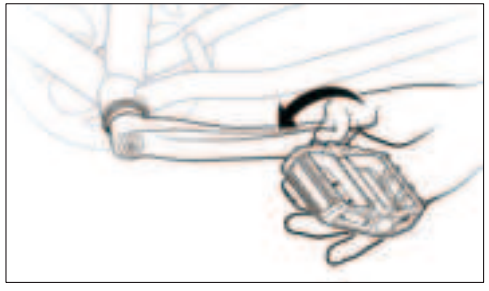
Step 7 - Pedals



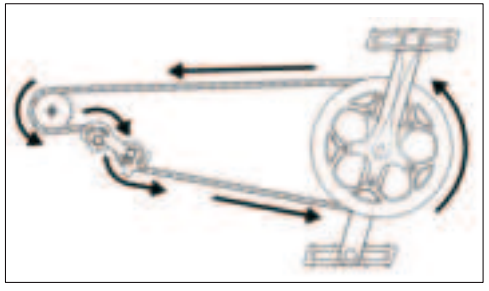
1 Locate the right-side/ left side pedal, which is marked “R,” “L,” should have an “R”“L,” sticker attached.



2 Thread the right pedal onto the right crank gently by hand, turning clockwise. Then tighten pedal by wrench.



3 Thread the left pedal onto the left crank gently by hand, turning counter-clockwise. Then tighten pedal by wrench.



4 Check the chain alignment. Rotate the right pedal and crank toward the back of the bike as though pedaling backward. Watch the chain and ensure the chain runs through the drivetrain (the rear cog, chain tensioner, and around the front chain ring) smoothly.

Note: If the pedal/ chain doesn't run smoothly or something seems misaligned, please contact Windhorse Support.

Start-up procedure

After the bike has been properly assembled according to the assembly video, all components are secured correctly, a certified, reputable mechanic has checked theassembly, and you have read this entire manual, turn on the bike and select a peda assist level following the steps below:

1. Familiarize yourself with the battery power positions. Turn on the battery first and cover the rubber case, ready for a ride.
2. Turn on the bike. With the battery locked in place. Locate the LCD display controls near the left handlebar grip). Hold down ⏻ for approximately 3 seconds until power is delivered to the LCD display and turn on.
3. Turn on the front light or tail light if needed or desired. press 🔒 button.
4. Select the desired level of pedal assistance (PAS) between level 1-3 using the ⊕ + ⊖ on the LCD display. Level 1 corresponds to the lowest level of pedal assistance, and level 3 corresponds to the highest level of pedal assistance. Level O indicates pedal assistance is inactive.Start in PAS level O or 1 and adjust from there.
5. Begin riding carefully. With the proper safety gear and rider knowledge, you may now operate your bike. On a flat surface, in a low gear (1 or 2), most riders should be able to begin pedaling the bike with pedal assist level 0 or 1. You may also use the throttle to accelerate and maintain your desired speed.
6. The throttle is used by slowly and carefully rotating the throttle backward toward the rider. Do not use the throttle unless you are on the bike.
7. **Cruise mode activates after holding a steady speed for 10+ seconds. Braking cancels cruise control instantly.**

Do not use the throttle while dismounted. Avoid accidental application of the throttle while dismounted; anytime you are movinvg the bike while dismounted, ensure the bike is powered off to prevent accidental application of the throttle.

Remove the battery

1 Put the key into the lock, turn it to the left which is the direction for unlocking.

2 When the battery is unlocked, it will pop down.

3 Prop up the battery with your left hand and then remove the battery with both hands.

When installing the battery, please slowly align the battery tube and place it into the battery tube. Then, gently press with your fingers to lock the battery. Ensure that the battery is securely attached to the bike mount.

Charge Your E-Bike

Before using the electric bike, you must fully charge the battery.

1. Ensure the battery is off, by rotating the key to align with the off icon.
2. Remove the rubber cover on the charging port on the opposite side of the battery from the key switch.
3. Plug the charger into the battery's charging port. With the battery on or off the bike, place the charger in a flat, secure place, and connect the DC output plug from the charger to the charging port on the side of the battery.

Charge Your E-Bike

The battery can be charged off the bike. To remove the battery, turn the key to the left position (see the previous remove battery section for details).

Remove the rubber cover on the charging port on the opposite side of the battery from the key switch. Connect the DC output plug from the charger to the charging port on the side of the battery.

Plug the charger into a power outlet, charging should initiate and will be indicated by the LED charge status lights on the charger turning red. Once fully charged, the charging indicator light turning green. Unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.

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Display and Setting

SPEED MODE: Average speed (AVG SPEED), maximum speed (MAX SPEED), real-time speed (RT SPEED).

SPEED UNIT: Km/h and MPH.

POWER LEVEL: This icon indicates how much battery life you have left.

ERROR: will be displayed when a fault is detected.

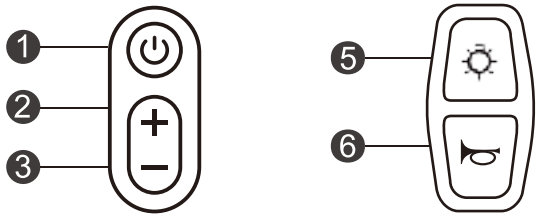
DISPLAY BACKLIGHT: will be displayed when the backlight funtion is turned on.

PEDAL ASSIST LEVEL: 0-3, Display the current power assissted mode.

RIDING INFORMATION: TRIP (a single trip), ODO (odometer data), TIME (riding time), POW (power).

LCD Display Controls

Operation	Directions
Turn on bike	Press and hold button (1)
Turn off bike	Long Press button (1)
Increase pedal assist(PAS) level	Press button (2)
Decrease pedal assist (PAS) level	Press button (3)
Toggle odometer, trip odometer	Press once button (1)
Turn on walking mode	While dismounted, press and continue to hold button (3)
Turn on headlight	Press once (5)
Activate Electric Bell	Press once (6)



Daily Care and Maintenance

Cleaning and Storage

if you see stains on the bike body, wipe them off with a damp cloth. If the stains won't scrub off, puton some toothpaste, and brush them with a tooth brush, then wipe them off with a damp cloth.

Notes: do not clean the bike with alcohol, gasoline, kerosene or other corrosive and volatile chemica solvents to prevent dire damage. Do not wash the bike with a high-pressure water spray. During cleaning, make sure that the bike turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or other major problems. When the bike not inuse, keep it indoors where it is dry and cool. Do not put it outdoors for along time. Excessive sunlight,overheating and over cooling accelerate the battery pack's life span.

Battery Maintenance

1. Use original battery packs, use of other models or brands may bring about safety issues;
2. Do not touch the contacts. Do not dismantle or puncture the casing. Keep the contacts away from metal objects to prevent short circuit which may result in battery damage or even injuries and deaths;
3. Use original power adapter to avoid potential damage or fire;
4. Mishandling of used batteries may do tremendous harm to the environment. To protect natura environment, please follow local regulations to properly dispose used batteries;
5. After every use, fully charge the battery to prolong its life span.

Storage and Disposal

1. Please try to store the bike in a cool and dry place between 50 – 77 (10℃- 25℃) In extremel humid environments the interior of the bike may suffer condensation or even water accumulation, which may damage the battery rapidly. Devices are not intended for use at elevations greater than 2000m above sea level prolonged exposure to UV rays, rain and the elements may damage the enclosure materials, store indoors when no tin use.
2. In daily use, try to avoid recharging the bike after completely exhausting the battery. If the battery is low, charge it as soon as possible.
3. Please charge the bike every other month to preserve the battery.

Recommended Service Intervals

Regular inspection and maintenance are key to ensure bikes from Windhorse function as intended, and to reduce wear and tear on their systems. Recommended service intervals are meant to beused as guidelines. Real world wear and tear, and the need for service, will vary with conditions of use. We generally recommend inspections, service, and necessary replacements be performed at the time or mileage interval that comes first in the following table.

Interval	Inspect	Service	Replace
Weekly, 100-200 mi (160-321km)	– Check drivetrain for proper alignment and function (including the chain, freewheel, chainring.and derailleur). – Check wheel trueness and for quiet wheel operation (without spoke noise). – Check condition of frame for any damage.	– Clean frame by wiping frame down with damp cloth. – Use barrel adjuster(s) to tension derailleur/brake cables if needed.	– Replace any components confirmed by **windhorse** Product Support or a certified,reputable bike mechanic to be damaged beyond repair or broken.
Monthly, 250-750 mi (402-1207km)	– Check brake pad alignment, brake cable tension. – Check bike is shifting properly, proper derailleur cable tension. – Check chain stretch. – Check brake and shifter cables for corrosion or fraying. – Check spoke tension. – Check accessory mounting (rack mounting bolts, fender hardware, and alignment).	– Clean and lubricate drivetrain. – Check crankset and pedal torque. – Clean brake and shift cables. – True and tension wheels if any loose spokes are discovered. – Balance the battery.	– Replace brake and shift cables if necessary. – Replace brake pads if necessary.
Every 6 Months, 750-1250 mi (1207-2011km)	– Inspect drivetrain (chain, chainring, freewheel and derailleur). – Inspect all cables and housings.	– Standard tune-up by certified,reputable bike mechanic is recommended. – Grease bottom bracket.	– Replace brake pads. – Replace tires if necessary – Replace cables and housings if necessary.

Replace brake pads if necessary

Notice: Before every ride, and after every 35-50 miles(56km-80km), we advise following the pre-ride safety checklist.

Safety Check	
1.Brakes	Ensure front and rear brakes work properly. Check brake pads for wear and ensure they are not overworn. Ensure brake pads are correctly positioned in relation to the rims. Ensure brake cables are lubricated, correctly adjusted, and display no obvious wear. Ensure brake levers are lubricated and tightly secured to the handlebar. Test that the brake levers are firm and that the brake, and the brake light are functioning properly.
2.Wheels and Tires	Ensure tires are inflated within the recommended limits posted on the tire sidewalls and hold air. 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. Ensure all wheel spokes are tight and not broken. Check axle nuts and front wheel quick-release to ensure they are tight. Ensure the locking lever onthe quick-release skewer is correctly tensioned, fully closed, and secured.
3.Steering	Ensure the handlebar and stem are correctly adjusted, tightened, and allow proper steering. Perform a handlebar twist test (see assembly step 3) to ensure the stem clamp bolt security. Ensure the handlebar is set correctly in relation to the fork and the direction of travel.
4.Chain	Ensure the chain is clean, oiled, and runs smoothly. Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.
5.Bearings	Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.
6.Cranks and Pedals	Ensure pedals are securely tightened to the cranks. Ensure the cranks are securely tightened and are not bent.
7. Derailleur and Mechanical Cables	Check that the derailleur is adjusted and functioning properly. Ensure shifter and brake levers are attached to the handlebar securely. Ensure all shifter and brake cables are properly lubricated.

Safety Check	
8.Frame, Fork, and Seat	Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they should be replaced. Check that the seat is adjusted properly, and seatpost quick-release lever is securely tightened.
9.Motor Drive Assembly and Throttle	Ensure hub motor is spinning smoothly and motor bearings are in good working order. Ensure all power cables running to hub motor are secured and undamaged. Make sure the hub motor axle bolts are secured and the torque arm, torque arm bolt, and torque washers are in place.
10.Battery	Ensure battery is charged before use. Ensure there is no damage to battery. Lock battery to frame and ensure that it is secured. Charge and store bike and battery in a dry location, between 50 F- 77 (10℃- 25℃). Let bike dry completely before using again.
11.Electrical Cables	look over connectors to make sure they are fully seated and free from debris or moisture. Check cables and cable housing for obvious signs of damage. Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.
12.Accessories	Ensure all reflectors are properly fitted and not obscured. Ensure all other fittings on bike are properly secured and functioning. Inspect helmet and other safety gear for signs of damage. Ensure rider is wearing a helmet and other required riding safety gear. Ensure mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc. Ensure the taillight and taillight power wire are properly secured if fitted with rear rack. Ensure the fender mounting hardware is properly secured if fitted with fenders. Ensure there are no cracks or holes in fenders. If installed, ensure the optional rear wheel lock is secured in the unlocked position and the key is removed before every ride.

Your cables, spokes, and chain will stretch after an initial break-in period of 50-100 mi (80-160 km), and bolted connections can loosen. Always have a certified, reputable bike mechanic perform a tune-up on your bike after your initial break-in period of 50-100 mi (80-160 km) (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and fun to ride.

Tire Inflation and Replacement

The F2 emplovs 26"x1.95"rubber tires with inner tubes. The tires are designed for durability and safety for regular cycling activities and need to be checked before each use for proper inflation and condition, Proper inflation, care, and timely replacement will help ensure that your bike's operational characteristics will be maintained, and unsafe conditions avoided.

Windhorse recommends 45-60 PSI for the stock tires on the Windhorse. Always stay within the manufacturer's recommended air pressure range as listed on the tire sidewall.

It is critically important that proper air pressure is always maintained in pneumatic tires. Do not underinflate or overinflate your tires. Low pressure may result in loss of control, and overinflated tires may burst, Failure to always maintain the air pressur rating indicated on pneumatic tires may result in tire and/or wheel failure.

Inflate your tires from a regulated air source with an available pressure gauge. Inflating your tires from an unregulated air source could overinflate them, resulting in a burst tire.

Even tires equipped with buil-in, flat-preventative tire liners, like those that come with bikes from Windhorse , can and do get flats from punctures, pinches, impact, and other causes. When tire wear becomes evident or a flat tire is discovered, tires and/or tubes must be replaced before operating the bike or injury to operators and/or damage to your bike from Windhorse could occur.

When changing a tire or tube, ensure that all air pressure has been removed from the inner tube prior to removing the tire from the rim. Failure to remove all air pressure from the inner tube could result in serious injury.

Using aftermarket tires or inner tubes, not provided by Windhorse may void your warranty, create an unsafe riding condition, or damage to your bike. If required by law, ensure replacement aftermarket tires have sufficient reflective sidewall striping.

For more information on tire or tube replacement procedures, or questions about tire inflation, visit **windhorse.com/pages/help-center** or contact Windhorse Product Support.

Email: **support@windhorse.com**

Troubleshooting

	Symptoms	Possible Causes	Most Common Solutions
1	The bike does not work	1. Insufficient battery power 2. Faulty connections 3. Battery not fully seated in tray 4. Improper turn on sequence 5. Brakes are applied 6. Blown discharge fuse	1. Charge the battery 2. Clean and repair connectors 3. Install battery correctly 4. Turn on bike with proper sequence 5. Disengage brakes 6. Replace discharge fuse
2	Irregular acceleration and/or reduced top speed	1. Insufficient battery power 2. Loose or damaged throttle 3. Misaligned or damaged magnet ring	1. Charge or replace battery 2. Replace throttle 3. Align or replace magnet ring
3	The motor does not respond when the bike is powered on	1. Loose wiring 2. Loose or damaged throttle 3. Loose or damaged motor plug wire 4. Damaged motor	1. Repair and or reconnect 2. Tighten or replace 3. Secure or replace 4. Repair or replace
4	Reduced range	1. Low tire pressure 2. Low or faulty battery 3. Driving with too many hills, headwind, braking, and/or excessive load 4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced 5. Brakes rubbing	1. Adjust tire pressure 2. Check connections or charge battery 3. Assist with pedals or adjust route 4. Balance the battery; contact tech support if range decline persists 5. Adjust the brakes
5	The battery will not charge	1. Charger not well connected 2. Charger damaged 3. Battery damaged 4. Wiring damaged 5. Blown charge fuse	1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace 5. Replace charge fuse
6	Wheel or motor makes strange noises	1. Loose or damaged wheel spokes or rim 2. Loose or damaged motor wiring	1. Tighten, repair, or replace 2. Reconnect or replace motor.

Specifications

ITEM	SPECIFICATIONS
Model	F2
Product Dimensions	172*62*120(cm)
Package Dimensions	135*23*70(cm)
Max Load	330 lbs (150 kg)
Package Weight	73.74 lbs (33.45kg)
E Bike Weight	60.63 lbs (27.5kg)
Max Speed	20 mph (32km/h)
Range	25-30miles(Throttle)/35-50miles(PAS)
Battery	36V 13Ah
Charger	42V 1.5A
Charging Time	6-7 hours
Bell/Horn	Electric Horn Installed
Motor	350W
Frame Material	High-carbon steel

FAQS

Q1: What if the e-bike arrived missing an accessory or a broken part?

A1: Please take a photo and send to Windhorse Support Team by sending email: support@windhorse.com and Windhorse Support Team will reply you soon and send correct accessory or part replacement.

Q2: Will my bike arrive assembled?

A2: Your bike will arrive mostly assembled. We' ll also provide the tools and a comprehensive assembly video for the rest part.

Q3: What can I do if something goes wrong with my e-bike during the warranty?

A3: We believe that communication is the best way to solve the problem. Please contact us in time. To help vou solve the problem as quickly as possible, please describe the problem in detail and provide photos/videos with your order ID.

Error Code

04	Motor Hall issue
05	Power assist sensor issue
06	Battery undervoltage
07	Motor issue
08	Throttle issue
09	Controller issue
10	Communication issue

Limited Warranty

WINDHORSE 30 DAYS SATISFACTION GUARANTEED RETURN POLICY

If you're not completely satisfied with your purchase, you may return the product within 30 days of receipt for a refund through your original authorized purchase channel.

Important Notes:
1. All original accessories must be contained in the original box.

2. Non-quality problems, return shipping costs and restocking fees need to be borne by the customer.

TO QUALIFY FOR A REFUND, ALL THE FOLLOWING CONDITIONS MUST BE MET:

1. A Return Merchandise Authorization(RMA) must be requested from Windhorse within 30 days from the date of receipt of shipment, To request an RMA, contact Windhorse Service Team at **support@windhorse.com**
2. For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
3. Returned product must be in good physical condition(not physically broken or damaged).
4. All accessories originally included with your purchase must be included with your return.
5. If you return a product to Windhorse, (a) without an RMA from Windhorse (b) without all parts included in the original package, Windhorse retains the right to refuse delivery of such return.

LIMITED PRODUCT WARRANTY

Windhorse warrants the original purchaser that your Windhorse product shall be free from defects in materials and workmanship under normal use for a period aforementioned. Windhorse does not warrant the operation of the product will be uninterrupted or error-free

- Only the original owner of an ebike purchased from Windhorse 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 earlier of 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, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur,shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware(each a“Covered Component”).

- The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

Limited Warranty Does Not Cover:

- Normal wear and tear of any Covered Component.
- 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 follow-up maintenance.
- For the avoidance of doubt,Windhorse will not be liable and/or responsible for any damage, 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 Windhorse 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 Windhorse.

Contact Us

Contact us if you experience issues relating to riding,maintenance and safety, or errors/faults with your WINDHORSE

WIND HORSE

www.windhorse.com

support@windhorse.com

714-369-2332 (Tues.-Fri. 11am-6pm/ Sat.-Sun. 10am-6pm.)

401 Main St #105 Huntington Beach, CA 92648