

***RIDE1UP***

**Ebike Owner's Manual**

# ***TrailRush***



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## **Ride1Up TrailRush Owner's Manual**

Thank you for purchasing a **Ride1Up TrailRush** ebike! Please fill out the information below. This is for your records only. Your serial number is under clear coat on the sticker stamped on the downtube of the ebike.

OWNER'S NAME: \_\_\_\_\_

DATE OF ASSEMBLY: \_\_\_\_\_

BIKE SERIAL NUMBER: \_\_\_\_\_

**IMPORTANT** - READ ALL INSTRUCTIONS AND WARNINGS BEFORE YOU ASSEMBLE OR USE THIS E-BIKE. FAILING TO DO SO COULD CAUSE DEATH, SERIOUS PERSONAL INJURY, PROPERTY DAMAGE AND/OR A VIOLATION OF THE LAW. IT IS YOUR RESPONSIBILITY TO UNDERSTAND AND ABIDE BY ALL LAWS RELATED TO THIS E-BIKE. RETAIN INSTRUCTIONS FOR FUTURE REFERENCE AND TO PROVIDE TO OTHER USERS AND/OR FUTURE OWNERS. YOU MUST BE EIGHTEEN (18) YEARS OR OLDER TO RIDE THIS E-BIKE. California Proposition 65 Warning – Certain components in this product and its related accessories contain chemicals known to state of California to cause cancer, birth defects or other reproductive harm. Wash hands after handling.

Need service or support? Visit our website <https://ride1up.com/bike/support> for quick answers or call/email us directly. Our support team are ready to help you, M-F: 9AM-5PM.

Ride1UP Customer Support Contact:

Phone: 1-877-RIDE1UP

Contact Us: <https://ride1up.com/contact/>

For the most up-to-date and effective assembly resources on your TRAILRUSH, please scan the QR Code below for the digital assembly tutorial and video:



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# 1. Safety Notes



## **1.1 Personal Safety:**

It is the owner's/rider's responsibility to properly assemble the ebike and inspect all components and ensure all nuts and bolts are tightened for safety or to trust a qualified 3<sup>rd</sup> party to do so. This is critical for safety on this ebike.

Do not operate the bike until you have read and understand all sections of the entire manual. There are important safety warnings throughout the whole manual that must be followed to prevent dangerous situations, accidents, and possibly injury and/or death.

This ebike is only intended for use on paved roads or designated ebike paths. Using the ebike for any other purpose may result in serious injury. Before you ride this ebike, practice riding in a safe area free of hazard and take time to learn the ebike's controls and power.

Have maintenance/repairs done by a qualified bicycle mechanic.

Never use/ride any Ride1Up bike product in ways precluded by the manufacturer and the laws of your state and local municipality. It is your responsibility to comply the laws in which you are operating the ebike. Laws vary depending on location in which you operate the bike. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

Obey all rules of the road and local traffic laws. Respect motorists, pedestrians, and other cyclists.

At night, when visibility is low, your ebike MUST have white front lights and red rear lights lit. It MUST also be fitted with a red rear reflector and amber pedal reflectors. Use caution when loading your ebike into a car or when mounting it on a bicycle carrier. You must avoid damaging the wires of the electrical components during riding, transporting, and storing your electric bike. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

The top speed of this bike is 28mph in 'Boost' mode. Speed laws vary depending on location in which you operate the bike. All riders ride at their own risk. It is your responsibility to comply with the rules, laws and regulations in which you are operating the ebike. Failure to do so could cause death, serious personal injury, property damage and/or violation of the law.

## **1.2 Ebike Safety:**

You must be eighteen (18) years old or over to ride this ebike. Your ebike is designed for a maximum permitted overall weight (rider) of 275 lbs. Do not exceed carrying capacity as this may compromise the integrity of the bike and could cause death, serious personal injury, and/or property damage. Your bike

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must be inspected or assembled by someone experienced with bike mechanics prior to use. Proper assembly and inspection of all nuts and bolts are vital for safety and for your warranty coverage as damages due to improper assembly are not covered under warranty. Improper assembly of critical components could lead to serious injury and/or death. Do not submerge your ebike in water as this may damage the electrical and mechanical components of the ebike and could cause death, serious personal injury, and/or property damage. Be aware that the speed at which you are traveling may be faster than you are used to, especially when accelerating.

If you feel that the pedal assist, or brake levers are abnormally functioning, such as jerky acceleration, brakes not stopping the bike etc. please stop using your ebike immediately and contact our Customer Support Department or review our Support Library for troubleshooting steps.

### **1.3 Electrical Safety:**



Only use the charger supplied by Ride1Up and never tamper or modify the charger in any way. Do not leave the ebike or battery plugged into a wall outlet unattended. Unplug the battery before leaving the bike alone. The charger has been designed for a specific voltage and should not be tampered with in any way. Always check that the outlet's voltage is the same as that stated on the rating label. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack; never use the charger with another ebike or attempt to charge this product with a different charger than provided.

Before use, check the charger cord for signs of damage such as exposed wires or tears in the cable lining. A damaged or entangled charger cord increases the risk of fire and electric shock. Keep the charger cord at least 6ft away from hot surfaces and sharp edges. Do not handle the charger with wet hands as it could cause death, serious personal injury, and/or property damage. Do not store or charge the ebike outdoors. The charger must be removed from the socket before removing the battery, cleaning or maintaining the ebike because this creates potential for electrical damage and/or injuries.

### **1.4 Brake Safety:**



Regularly check your brakes for signs of wear and tear and functionality such as a reduction in breaking power. Before every ride, quickly test your brakes by walking next to the ebike and engaging the brakes assuring they are properly working. Visibly check your brakes to ensure there is no damage such as cracks and breaks. Failure to do so could cause death, serious personal injury, and/or property damage.

Any worn parts must be repaired or replaced immediately. Be careful while getting used to the brakes. Never brake with only your front brake. Practice emergency stops in a place clear of traffic until you are comfortable controlling your ebike. Wet weather reduces your braking power and the grip of the brakes. Reduce your speed and be aware of longer stopping distances when cycling in wet conditions. Braking on unpaved surfaces will differ. Be sure to practice braking on different surface types. Ensure that braking

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surfaces and brake pads are free of wax, grease and oil. Do not pedal and brake at the same time as this will cause excessive wear.

### **1.5 Maintenance:**



Make sure all screws, nuts and bolts are tightened securely before riding. Failure to do so could cause death, serious personal injury, and/or property damage. Many parts on your ebike are subject to a higher degree of wear due to their function and depending on their use such as brakes, tires, pedals etc. Have your ebike checked regularly at a professional bike shop and have any worn parts replaced. Depending on the level and extent of use, regularly can mean as much as once a week, and as little as twice a year. It is the rider's/owner's responsibility to ensure the ebike is safe to ride at all times.

Ensure the battery is removed from the bike before carrying out any maintenance. You must always use genuine replacement parts when performing maintenance on your ebike. Regularly check the tire pressures (See sidewall of your tire for correct psi range) and regularly check the tread depth of tires.



After an accident or crash you must take your ebike to a bike repair specialist to make sure that it is safe to ride. Be aware that damage may not be visible. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

Any form of crack, scratches or change of coloring in highly stressed areas indicate that the life expectancy of the part has been reached and it should be replaced immediately.

### **1.6 Additional Warnings:**



Routine maintenance checks are required on your ebike. Check all important connections, brake functionality, and ensure axle nuts are secured before riding. Failure to do so could cause death, serious personal injury, and/or property damage.

It is recommended to not ride at night when visibility conditions are low if avoidable. Riding in the dark or low visibility conditions is more dangerous than riding during the day with clear visibility. Do not ride your bike at night without properly functioning front head lights and rear taillights. Wear reflective and light-colored clothing. Failure to do so may result in serious injury and/or death.



The ebike is intended for use by those at least eighteen years of age. Use by anyone below the age of eighteen is prohibited. Riders must have the physical condition, reaction time, and mental capacity to ride safely and manage traffic, road conditions, sudden situations, and respect the laws governing electric bike use where they are riding. If you have an impairment or disability such as a visual impairment, hearing impairment, physical impairment, cognitive/language impairment, or a seizure disorder, consult your physician before riding any bike.

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Have installation/assembly checked by a professional bike mechanic or completed entirely by a bike mechanic prior to riding. All bolts and nuts should be checked. Failure to do so could result in serious injury and/or death.



When operating your ebike: Do not wear earplugs, headphones, headsets, or use a cell phone while riding. Never hitch rides on other vehicles. Never hold an item which interferes with your grip on the handlebars and never be under the influence of alcohol or drugs while riding.



ALWAYS wear a helmet when riding your ebike. Wear appropriate shoes, eye protection, and avoid loose clothing. Wear reflective clothing and gear when visibility is diminished. Failure to do so may result in serious injury and/or death.

### **1.6 Additional Warnings (Continued):**

It is your obligation to check all applicable laws for bicycle rules governing operation, equipment, use and appropriate places for operation. Do not exceed local speed restrictions. Maintain your brakes such that you can at least execute a one-braked-wheel skid on dry, level, clean pavement.

Never configure your ebike such that the handlebars are higher than a rider's shoulders because this will reduce the rider's ability to steer and control the ebike. In addition to front and rear reflectors, you must also ensure that the ebike is equipped with side reflectors. Never ride your ebike without the seat provided with the ebike.

This ebike is not meant for downhill riding, rocky trails or aerial maneuvers.



Do not ride your ebike in unsafe weather conditions or when the road surface is comprised with ice, snow, water, sand, loose gravel or anything else that could cause a loss of traction. Failure to follow this rule may result in serious injury and/or death.

It is recommended to not ride in wet weather. Wet weather impairs visibility, braking and traction of the ebike and affects others sharing the road. Accidents increase in wet weather conditions.

Keep your ebike and packaging materials such as plastics, foam, and cardboard away from children.



Lithium-Ion batteries can be extremely dangerous if stored or used improperly. Please learn proper care of your battery at <http://batteryuniversity.com/>. Damage to your lithium battery from misuse could result in serious injury, hazardous smoke and fires, and/or death. Do not ride if the battery pack is visibly damaged.

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Special precautions must be taken if you transport your ebike with you during air travel, or if shipped by air courier. Be sure to follow all requirements of airlines and air couriers regarding lithium batteries if you take your ebike with you during air travel, or if you ship your ebike by air courier.



Always be aware of the traffic around you. Keep a lookout for obstacles in your path and in your surroundings.



Never operate a bike while under the influence of alcohol, drugs, or any substance or condition that could impair motor functions, judgement, or the ability to safely operate a bike.

## 2. What's in the Box?

Included in your shipment: Bike box, bike frame, additional box of parts and tools, front wheel, thru-axle, and handlebars, all padded and zip tied together for protection.



Also included is a separate small box with: Written instructions, beanie, pedals, charger, maintenance grease and toolkit.

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### 3. Installation Steps: Assembling Your Bike

#### 3.1 Front Wheel Assembly:

- Do not touch the brake pads or rotors with your fingers. The oil will contaminate them and cause noises when braking.
- Align the disc rotor so it fits between the brake pads. Do not force it. (Figure 1)
- Place the front wheel axle onto the fork dropouts. (Figure 2)
- Install the quick release thru-axle.
- Rotate to tighten and then hand tighten the thru-axle quick release arm. Line up the disc rotor to make sure there is space on each side, so they don't rub. Then make sure the wheel is secure.

**WARNING** ♦ IT IS VITAL THAT THE QUICK RELEASE HAS BEEN TIGHTENED. IF THEY ARE NOT PROPERLY ALIGNED, THE WHEEL MAY COME OFF, CAUSING SERIOUS INJURY AND/OR DEATH.



### 3.3 Pedal Assembly:

**NOTE:** ♦ THE LEFT AND RIGHT PEDALS ARE UNIQUE.



- The left pedal (marked “L”) must be installed in the left crank arm. It is reverse thread, rotate counterclockwise to install and tighten.
- Screw each pedal into a crank by hand. They should screw in easily to start. Do not force them.
- The right pedal (marked “R”) must be installed in the right crank arm. It is standard thread, rotate clockwise to install and tighten.
- Use a wrench no wider than the flats on pedals to finish tightening the pedals in place.

**NOTE:** ♦ THERE ARE TWO PEDALS INCLUDED IN THE BOX WITH YOUR BIKE. THE PEDALS SCREW INTO THE ENDS OF THE CRANKS WITHOUT EXTRA NUTS, SCREWS OR PINS. FAILURE TO USE THE CORRECT PEDAL ON THE CORRECT SIDE WILL RESULT IN A STRIPPED CRANK ARM.

### 3.4 Air Fork Operation:

The top left of the fork crown is the air valve. Use a shock pump to reach the desired amount of stiffness or sag. DO NOT USE A BICYCLE TIRE PUMP. You may damage the air fork. The acceptable PSI range is specified by ROCKSHOX – adjust PSI based on rider weight and preference within specified range. For more information, please check our support page at [www.Ride1Up.com](http://www.Ride1Up.com)

The dial on the top right is a lockout. Turning this to the locked position will lock the fork from compressing and in this mode, it acts as a rigid fork. This is for climbing hills or riding on smoother roads.

### 3.5 Detailed Torque Settings:

- Saddle Clamp Bolts: refer to torque specs on seat post.
- Crank Arms: 39nm (pre-installed).
- Handlebar Clamp: Refer to torque specs on stem. Tighten evenly in a cross pattern so the gap at each bolt is the same.

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### **3.6 Adjust Derailleur and Shifter:**

Rear derailleurs have 3 adjustment screws (2 are the high and low limit screw), plus the barrel adjuster at the derailleur and the barrel adjuster on the handlebars

It is critical that the low and high limit screws are properly adjusted. If they are not, the chain may come off the largest cog, into the spokes and cause permanent damage to your derailleur, derailleur hanger, motor cable, spokes, and rim. The motor is so powerful that if this happens it can quickly destroy or damage the components mentioned.

Verify your shifter and derailleur are properly adjusted. When you first assemble your bike, your derailleur may need to be tuned if you hear any noise while shifting or if it is not shifting smoothly. Or lastly, if the chain is shifting past the largest or smallest cog.

Adjusting your derailleur properly will be done best by a mechanic, however it can be accomplished by following a helpful video. Please check our support pages at [www.Ride1Up.com](http://www.Ride1Up.com) for the latest tips and video on how to do this properly.

It is normal to need to adjust your derailleur once again after logging some miles on the bike as things settle (spring and cable tension involved in shifting).

### **3.7 Test and Adjust Front and Rear Brakes:**

After Assembly, you must test your front and rear brake. You can then adjust them as needed. How you install the front wheel and brake caliper can affect whether the disc brakes rub when first assembling. After assembly, you may need to adjust the front and rear brake. Look in line with the brake pads and slowly tighten the quick release axle while ensuring the rotor stays in the exact middle between the pads. The disc rotor is one of the most exposed malleable components during shipping. If it is bent, it can sometimes be trued (bent back) or replaced with a new disc rotor. If unsure how to properly adjust your brakes, please check our website for a recommended video. If you are unable to access our website, you should take the bike to your local bike shop for an assembly inspection and/or tune up. The bike shop will be able to inspect the bike for safety and adjust your brakes.

## 4. Battery Connection & Removal



- The battery cover must be removed before the battery can be unlocked.
- Push down the battery cover latch to remove the cover.
- Insert the key into the battery key hole.
- Use one hand to support the battery once unlatched to avoid dropping and damaging the battery.
- Turn the key in a clockwise direction to unlatch the battery (At 90 degrees).
- Reverse steps to reinstall
- Replace battery with key in the same position, then turn key to lock.
- Reinstall the battery cover and ensure battery cover latch is secured into frame

**NOTE:** ♦ ALWAYS KEEP THE CHARGER PORT COVERED TO PROTECT AGAINST MOISTURE, WHICH CAN DESTROY THE BATTERY.

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## 5. Ebike Basics & Care

### 5.1 Ebike Basics:

Your TrailRush ebike will arrive with an LCD display installed. The top button on the backside of the display turns on and off the bike. Simply hold the button down.

- It is best practice, for safety, to only turn on your electric bike once you have lifted your leg over the bike and are straddling the frame. You should turn it on before you begin riding, but only once you are ready to ride.
- It is also best to turn off the bike when you are done riding after you dismount from the seat, but before you lift your leg over the bike to get off. If you stop to look at something or talk with someone, please turn off your bike for safety.
- Turning it on and off as described above will minimize the chance of the bike accelerating unintentionally.
- The + button increases pedal assist and the – button decreases pedal assist and can be set to off if you press the – button when on low.
- A quick backpedal or slight engagement of the brake lever instantly stops the motor. You can adjust the sensitivity of your pedal assist settings by referring to the LCD manual. We also have videos on our website and YouTube channel guiding you through this process.

**NOTE:** ♦ DO NOT CHARGE YOUR BATTERY WHEN THE BATTERY'S TEMPERATURE OR THE SPACE IT IS STORED IN IS BELOW FREEZING (32 DEGREES F).

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## 5.2 Battery Basics & Care:

NOTE: Never charge your battery when it's temperature or the space it is stored in is below freezing. Failure to follow this rule could result in serious injury, death, and property damage.

The chargers do stop charging when the battery is fully charged. When charging your battery, do not charge near any potentially flammable material. Charge in a safe fire-resistant space. If you are storing the ebike for more than a day, do not leave it plugged in. It is best to leave it charged to 80% but unplugged. The button on the top of the battery works as a charge gauge. It is not an on-off button. When riding always plug the charger port with the rubber cover. If moisture gets in, the battery can be destroyed. Everyone is encouraged to learn a little bit more about the basics of lithium-ion battery care and proper treatment. For extended life, charge your battery to 80% and use it until it is at 20%. Depending on the charge level when plugged in, it takes 3-6 hours for the battery to fully charge when using the standard charger supplied with the bike. Charging for 1-2 hours will keep it near 80% depending on last usage. You can check the charge percentage on the display. If storing for longer periods, it is a good idea to store your battery with a 40-80% charge. Check the battery once a month. If the battery drops to 25% or lower, charge it up to 40-80%. Recommended storage temperatures are 50°-77°F and will provide the best performance out of the battery. Storage should be done in a dry area.

## 5.3 Battery Basics & Care:

**(5.3.a) Bent Derailleur Hanger:** Before your first ride, it is very important to check the alignment of the derailleur and derailleur hanger. If the derailleur hanger is bent inward, your derailleur may overshift, and the chain will get caught between the motor and the cog. Since the derailleur is installed on the bike out of the box, it can become bent in transit. It is a light-weight, malleable aluminum. Bent derailleur hangers can be a relatively common issue during the period of bike ownership, typically when they are impacted or while transporting the bike. The derailleur hanger can be fixed by straightening the derailleur hanger with a tool. After the hanger is straightened, the derailleur/gears can be indexed (under adjustments) to remove any additional clicking or grinding noises. If you cannot fix the derailleur hanger, new ones can be found online. Ride1Up will cover the cost to straighten your derailleur hanger or replace it if necessary if it arrives bent.

**(5.3.b) Noise When Riding:** Refer to the three issues above. Gears and brakes are the most common sources of riding noise. Additionally, the front hub can sometimes make a squeaking noise if it does not have enough grease. Pay attention to the noises. They are usually symptomatic of a minor issue that could cause more problems later. It is best to determine what is causing the noise and resolve the issue. If you are unsure of the cause, please review our support page at [www.Ride1Up.com](http://www.Ride1Up.com). You can also share a clear video without wind noise to <https://ride1up.com/contact/>.

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## 6. Troubleshooting Problems:

### 6.1 Motor Not Working:

One of the worst problems to experience. What needs to be done? Determine the source, or cause of the issue(s). What to look for:

**(6.1.a) Display Settings:** Perhaps a setting was accidentally changed. Try resetting the display by conducting a factory reset. Review the display manual or display support page on [www.Ride1Up.com](http://www.Ride1Up.com) to reset the display. Steps to complete this procedure are listed on the last page of this owner's manual.

**(6.1.b) Cables:** is a connection loose? Look for kinked, loose, or damaged cables. Check the quick disconnect connections, especially the one on the chain stay. Consider disconnecting them, inspecting both ends, properly aligning (ensuring the pins are not bent) them and then carefully plugging them back in.

**(6.1.c) Accident:** After a crash or if the bike is dropped, and the motor cable is damaged where it exits the axle, the motor may no longer function. This requires replacement motor parts and a more time consuming/costly repair. Reach out to customer support if you see damage to the cable.

### 6.2 Charger:

Green light indicates the charger is powered but not charging. Red light indicates charging. Do not charge near anything flammable or store the ebike long-term while plugged in. If you are having issues with the battery not charging, try riding the bike again, draining some battery, and try using a different outlet. Then reach out to support if the issue does not resolve.

### 6.3 Derailleur/Gears:

Adjusting the gears on a bike so that there is no chain noise can be tricky for a novice. If you are not able to watch a video explaining how to index the gears, the best thing to do is to take the bike to a local bike shop for assistance. It is critical that your derailleur is properly tuned/adjusted. If it is not, when shifting into 1st gear the chain and derailleur may go into the wheel which will quickly damage it if the powerful motor is running.

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## 7. Charging the Battery:

### **WARNING** ♦ DO NOT LEAVE CHARGING BATTERY UNATTENDED

The battery's voltage is indicated by the 4 LED lights located on the top of the battery & also on the display unit located on the handlebars. Your battery must be charged in an ambient temperature, on a non-flammable & dry surface, away from any sources of heat, humidity or flammable materials. Also, it must not be covered.

If you ever see a spark while charging your battery. Please inspect the charging port of the battery and the tip of the charger. Please contact [Support@Ride1Up.com](mailto:Support@Ride1Up.com) and share pictures.

Follow the steps when charging battery:

**Step 1.** Turn the bike off. The LCD will be off.

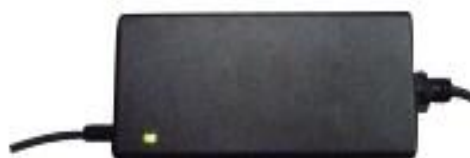
**Step 2.** Plug the charger (which is off) into the socket and then insert the charger plug into the battery, which is also off. Make sure the charger's tip is not stressed or supporting the weight of the charger. Do not wiggle the charger's tip in the charging port of the battery.

**Step 3.** The charger's LED indicators light up in the following manner:

- The **red** LED lights on: The battery is **being charged**. (Figure A)
- The red LED light becomes **green**: The battery is **fully charged** and you can unplug the charger. (Figure B)



(A)



(B)

**NOTE:** It takes 3-6 hours for the battery to be fully charged when using the standard charger supplied with the bike.

**Do not leave the battery unattended while plugged into the charger.**

**Do not store the batteries connected to the charger.**

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**Do not wiggle the tip of the charger in the battery port.**

## 7.1 Battery Basics & Care:

**NOTE:** Never charge your battery when it's temperature or the space it is stored in is below freezing. Failure to follow this rule could result in serious injury, death, and property damage.

The chargers do stop charging when the battery is fully charged. When charging your battery, do not charge near any potentially flammable material. Charge in a safe fire-resistant space. If you are storing the ebike for more than a day, do not leave it plugged in. It is best to leave it charged to 80% but unplugged. The button on the top of the *battery* works as a charge gauge. It is not an on-off button. When riding always plug the charger port with the rubber cover. If moisture gets in, the battery can be destroyed. Everyone is encouraged to learn a little bit more about the basics of lithium ion battery care and proper treatment. For extended life, charge your battery to 80% and use it until it is at 20%. Depending on the charge level when plugged in, it takes 3-6 hours for the battery to fully charge when using the standard charger supplied with the bike. Charging for 1-2 hours will keep it near 80% depending on last usage. You can check the charge percentage on the display. If storing for periods longer periods (a week or more), it is a good idea to store your battery with a 40-80% charge. **Check the battery once a month.** If the battery drops to 25% or lower, charge it up to 40-80%. Recommended storage temperatures are 50°-77°F and will provide the best performance out of the battery. Storage should be done in a dry area.

## 8. Display Instructions:

For display functionality and settings, download the Brose Display Manual at [ride1up.com/bike/support](http://ride1up.com/bike/support).

## 9. Warranty Information:

**NOTE:** (full warranty terms listed on website)

All Ride1Up electric bikes come with a One-Year Limited Warranty from date of purchase. Defective items or parts will be replaced and shipped to the holder of the warranty only. Warranties are not transferable to parties other than the original purchaser. All purchases must be made directly from Ride1Up.com. If purchase was not made on Ride1Up.com, you must register your product at [ride1up.com/bikes](http://ride1up.com/bikes) or by emailing [support@ride1up.com](mailto:support@ride1up.com) with the original receipt of purchase.

The warranty covers product defects only that were already present at time of handover. It does not cover normal wear and tear, product misuse, act of God, accident, commercial use, alterations, modifications, improper assembly, water damage, extreme riding, installation of electrical or mechanical components that have been modified, altered, or replaced with third-party parts, operator error and improper follow-up maintenance. The warranty is only upheld if the user has followed all the rules in the owner's manual.

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at [Ride1Up.com](http://Ride1Up.com)

Ride1Up reserves the right to make judgment determinations of proper use based on the evidence provided and may require photos and/or videos of the items in question. Damages resulting from improper assembly are not covered by the warranty. The components that are covered are: Frame, Fork, Saddle, Stem, Headset, Tires, Battery, Belt, Derailleur, Shifters, Brakes, Hubs, Freewheel or Cassette, Chain, Internal Controller, Display, Grips, and Motor.

### **9.1 How to Handle Warranty Claims:**

In the event the ebike is damaged during shipping, we will file a claim with the shipping company for major damage and send a replacement part when necessary. Minor scratches to components don't necessitate replacement or any refund, but for major aesthetic damage a credit may be issued, or replacement sent if the item is severely damaged. We will not cover any damage caused when owner sets up their own shipping option including using a freight forwarding or similar service.

Ride1Up will cover labor and parts involved in handling the guarantee within the 30-day period after purchase. It is the owner's responsibility to immediately inspect your bike on receipt, maximum within 3 days. Shipping claims are time sensitive. To quickly resolve the issue, the owner must send an email with a photo and/or video if appropriate to [support@ride1up.com](mailto:support@ride1up.com).

After the first 30-days, Ride1Up will ship replacement parts of defective items within one year at no charge. The owner will be responsible for labor. Warranty parts will be shipped within the U.S. only at our cost. It will be necessary to send an email with a photo and/or video as requested to [support@ride1up.com](mailto:support@ride1up.com) so we can determine if it is covered under the warranty.

Ride1Up reserves the right to make judgment determinations of proper use based on the evidence provided and may require additional photos and or videos of the item or issue in question.