

Oolter Electric Bike End User Warranty

This document defines the warranty conditions for Oolter e-bikes (Product) purchased after 01/06/21.

End User Warranty covers all defects in material and workmanship of the Product arising or occurring as a result of normal and ordinary use of the Product. Technical specifications like top speed, range, climbing ability and braking power are not guaranteed and provided only as a reference. These values cannot form a basis for an End User Warranty claim.

End User Warranty applies only for Products sold by the Authorized Resellers to private use, for the original purchaser. End User Warranty does not apply to aftermarket and professional / company use. All Warranty claims must be handled via the Resellers and Dealers, who originally sold the Product to the End User.

The warranty is valid in the European Union, the United Kingdom, Norway and Switzerland, with the exception of EU Outermost Regions and UK Crown Dependencies.

Oolter End User Warranty cover applies to the Product from the day of purchase for the following periods or for total mileage of 2000kms whichever comes first:

Item	Period	Remarks
Frame	Lifetime	Frame (excluding front fork and paint damage).
Battery	1 year	Battery failure or capacity under 60%,
Motor	1 year	Motor failure, broken bearing, cracked case, burned
Controller	1 year	Performance failure (controller needs to be unopened and original settings not changed)
Display	1 year	Display malfunction without marks of physical damage to it or it's cables,
Charger	1 year	Charger failure with no visual damage
Crank-set, front fork, freewheel, charger port, power button, axle.	6 months	Component or assembly failure, man-caused damage excluded
Brake levers, derailleur, gear shifters, sensors, saddle, lights, pedals, mudguards, rear rack, handlebar, kickstand.	14 days	Component or assembly failure, man-caused damage excluded

For the warranty to be valid, the user is obliged to complete the service inspection in one month after the purchase or at 1000km, whichever comes first, and the next service inspections once a year or at next 1000km passed that logged into the Warranty Card. In case of warranty claim, the End User needs to present the valid purchase document and the filled Warranty Card.

This warranty does not cover normal wear and tear of tires, tubes, rims, spokes, bell, chain, brake cables, discs and pads, threads, plastic parts, excess tolerance of handlebar or stem, different kinds of mechanical noise, bolts, screws and other clamps and pins getting loose or worn off during use. This warranty does not cover any damage, failure or loss caused by improper assembly, use or storage of the e-bike, lack of or wrongful maintenance or damages caused by an accident. Warranty does not cover follow-up maintenance, modifications or later integration of accessories.

The end user is responsible for regularly checking the technical condition of the e-bike and maintaining it with the help of authorized after-sales service. Tire pressure and most other normal wear and tear items should be fixed by the End User unless requiring maintenance that only authorized after-sales partners are allowed to do. If not sure, the Seller should be contacted.

In case of any defect, malfunction or error message, the bike should not be used before repair. All defects under warranty shall be fixed or the defective components replaced. No cash refunds are offered in case of defects under this warranty. The parts no longer available will be replaced with equivalent parts at manufacturer's discretion. In case of defective parts have been sourced from other international brands (Shimano, Panasonic etc.), the warranty cases will be handled after consultation with the respective suppliers.

Damages during transport should be noted and signed upon the delivery act. The client is obliged to inform the seller about transport damages immediately, latest in one week from the delivery. The manufacturer or the distributor, the seller or the service-provider is not liable for any incidental or consequential loss or damage due directly or indirectly to the use of this product.

Please keep your original proof of purchase and the Warranty Card in a safe place. It will be required in the event of a warranty claim.

Please also refer to Warranty Exclusions and Rules for Maintenance, Recharge and Storage provided below.

Warranty Exclusions, Rules for Maintenance, Recharge and Storage

The Warranty does not cover the following circumstances:

- Products purchased from an unauthorized distributor, reseller, or purchased from outside the authorized market,
- Improper or invalid documentation, including but not limited to lack of Warranty Card, original invoice, or discrepancies on the invoice,
- Products outside the warranty period,
- Damage caused from improper packaging or mishandling during return shipment or shipment to warranty service
- Second-hand products, used products, products that have been opened or modified in any way
- Products that have been repaired (or attempted to be repaired) by unauthorized repair service/person
- Product has been charged with any charger other than the original, over-discharged, or if the charge and storage instructions in the User manual have not been followed.
- Damage to the Product from misuse and/or neglect, or from not adhering to the instructions in the user manual
- Damage caused by overloading/excessive weight, attempting tricks or stunt riding, running into obstacles such as curbs, walls, or drop, hit or concussion, using it for sports training or competitions.
- Damage caused by exposure to extreme temperature, fire, damage caused by submerging in water, other liquids or any other substance.
- Any electrical and/or material damage or breakage not stemming from a manufactures defect
- Damages resulting from normal wear and tear, aging and inappropriate handling or accidents
- If the Product that have error messages or recognizable defects continue to be used by the End User.
- Used for commercial purposes or rented out or shared for money.
- Original speed or power settings have been changed or unlocked.
- Serial numbers or identification numbers have been removed or damaged.
- Occurrence of any of the conditions listed above makes the whole warranty void.

Rules for Maintenance, Recharge and Storage

In addition to Warranty Exclusion Terms above, the Warranty may become void if the rules below (also provided in the User Manual,) are not followed:

Recharging:

- Avoid fully depleting the battery while riding.
- Never leave the e-bike with battery empty, always recharge.
- Before recharging, make sure the e-bike, charger, and the charging port are dry.
- Do not charge the e-bike immediately after use. Let it cool down for 1h before charging.
- Use only the original charger.
- Never leave the e-bike unattended while charging.
- Recharging of the e-bike must not be continued after it is fully charged (green LED indicator on the charger).
- Always replace the charging port cover after recharge to avoid water or other damage
- Recharge the e-bike in dry environment, away from gases and flammable materials at 15-25°C.
- Do not charge in direct sunlight or near fire.

Storing and Cleaning

- Recharge the e-bike to 50%-60% before storing it for any longer period.
- Recharge the e-bike (including new) again to 50%-60% every 2 (two) months when stored.
- Store the e-bike in a dry environment at 15-25°C, away from flammable materials.
- Do not store the e-bike outdoors.

- Before cleaning, make sure the e-bike is turned off and the charging port is covered.
- Do not use alcohol, gas, kerosene, or any other chemical solvents for cleaning.
- Do not clean your e-bike upside down.
- Do not use pressurized water guns for cleaning.
- The e-bike is water-resistant, not water-proof. Do not submerge it nor soak it.

Maintenance

- Before each use, the user is supposed to run a quick check for: (i) error messages/signals; (ii) physical malfunction; (iii) excessive wear and tear, (iv) loose or broken parts; (v) any other damage or problems.
- If any issues are present, the user must not use the e-bike until the problems are fixed.
- Wear and tear items (tires, brake-pads, etc.) that do not require opening up the e-bike, may be fixed by the user or by any service.
- For all other faults, the End User needs to turn to the Reseller, while still under Warranty.
- Electric e-bike needs regular maintenance, similar to bicycle or any other vehicle.