

# *Greenwood MANUAL*



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## WELCOME

First off, welcome to the Wattwheels family! We're so happy to have you on board! You have picked a great bike and, in this manual, we're going to break down the basics to make sure that it remains in tip top shape and performs to the highest standard.

You're about to experience the ride of your life. To get you out and having fun as quickly and as safely as possible please read the entire manual carefully, paying close attention to the safety section.

Also, we highly recommend familiarizing yourself with local regulations for e-bikes and the components of the model that you have before your first ride.



Please also ensure that the bike is regularly serviced as per the instructions outlined in this document. Failure to get the bike serviced can result in warranty claims being void if they are required. A bike is a vehicle, and like a car needs to be serviced regularly. See our instructional videos located in the video section of our website to learn the basics before having your first ride.

**PLEASE KEEP A NOTE OF THE BIKE SERIAL NUMBER (UNDER THE DOWNTUBE) WRITE THIS ON YOUR INVOICE AND STORE IN A SAFE PLACE**

Wattwheels assumes that all persons involved in using, repairing, maintaining, cleaning, or disposing of this or any Wattwheels product must have fully read and understood the content and meaning of these operating instructions.

Additionally, Wattwheels claims no responsibility for any injury or damage resulting in improper use of any electric bike.

## USING THIS MANUAL

This manual contains details of the Greenwood, its equipment, and information on its operation and maintenance. Read it carefully and familiarize yourself with the Greenwood before using it to ensure safe use and prevent accidents. This manual contains many warnings and cautions concerning the safe operation and consequences if safe setup, operation, and maintenance are not performed. All information in this manual should be carefully reviewed and if you have any questions, you should contact your local retailer immediately.

Because it is impossible to anticipate every situation or condition which can occur while riding, this manual makes no representations about the safe use of bicycles under all conditions. There are risks associated with the use of any bicycle which cannot be predicted or avoided, and which are the sole responsibility of the rider. You should save this manual, along with any other documents that were included with your bicycle, for future reference, however all content in this manual are subject to change or withdrawal without notice. Visit [www.wattwheels.co.nz](http://www.wattwheels.co.nz) to download the latest

version. Wattwheels makes every effort to ensure accuracy of its documentation and assumes no responsibility of liability if any errors or inaccuracies appear within.

## INSTALLATION (IF REQUIRED):

1. COMPLETELY CHARGE THE BATTERY BEFORE THE FIRST USE

*(Red light is on when battery is charging, green when fully charged. Approx. time is around 4-5 hours)*

2. ATTACH THE HANDLEBARS

3. ATTACH THE PEDALS

*(Beware: The left-hand pedal has a reverse thread. To tighten, please turn anti-clockwise, right-hand pedal is clockwise)*

4. INSERT THE SEAT POST

5. ATTACH THE FRONT MUDGUARD AND ATTACH FRONT LIGHT (if applicable)

6. INSERT THE FRONT WHEEL AND SECURE WITH THE THROUGH AXLE

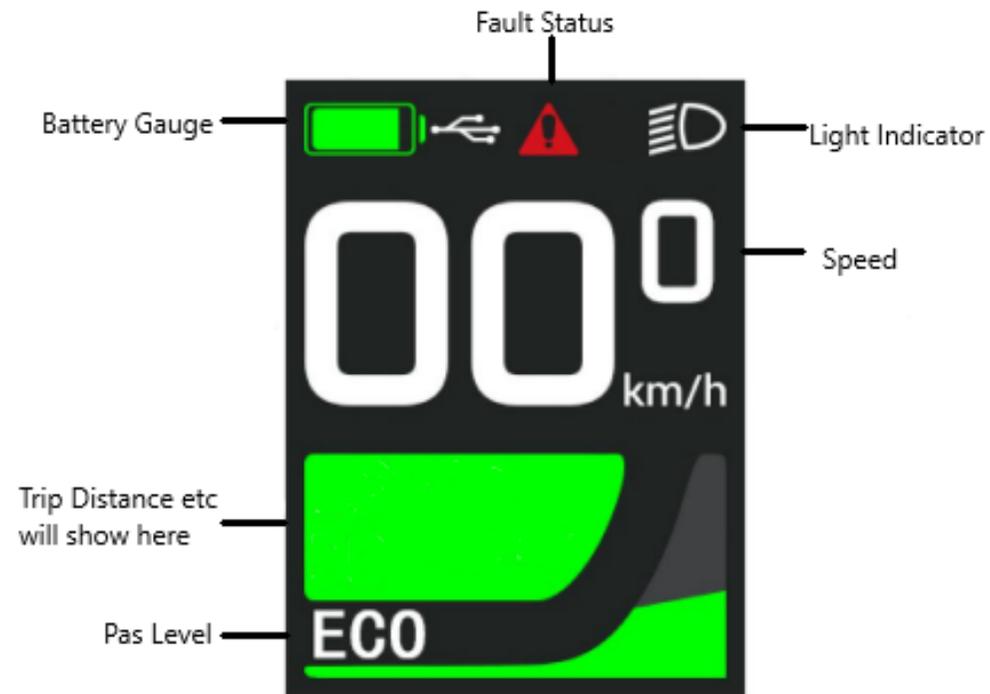


**(PLEASE BE CAREFUL NOT TO PRESS THE BRAKE LEVERS WHILE THE FRONT WHEEL IS NOT INSTALLED. DOING SO WILL RESULT IN THE BRAKES PADS CLAMPING TOGETHER, AND YOU WILL NOT BE ABLE TO INSERT THE FRONT WHEEL WITHOUT RESETTING THE BRAKE PISTONS IN WHICH YOU WILL NEED A BIKE SHOP TO PERFORM)**

7. CHECK ALL SCREWS AND BOLTS ARE TIGHT, SEAT POST THE CORRECT HEIGHT AND BRAKES WORKING PROPERLY

## LCD DISPLAY FEATURES

The image shows the various features and information displayed on the LCD display. The display is controlled using the 5-button remote mounted on the left side of the handlebar.



D16 Normal display interface

## LIGHTS & BACKLIGHT DISPLAY

To activate the lights and illuminate the display hold down the light button, located at the top of the keypad. A little icon should appear above the speedo indicating the light is on. This will turn on the front and rear lights. To turn off, hold down the light button again.

## TRIP/ODO & TIME

To change between the various modes press the mode button. They will be displayed in the following order:

Odometer- Single trip distance- Single trip time- Single trip max speed- Single trip average speed- Single trip average power- Instantaneous power- Motor power- Riding power - Riding frequency

## BATTERY DISPLAY CAPACITY

The LCD readout on the handlebar of your Greenwood features a battery capacity gauge (much like the fuel gauge on a car). It is recommended that users stop operating the bike on electric once the indicator starts flashing on the last bar and recharge. Remember you can still ride without using the motor or display.

## PAS (Pedal Assist Modes)

Your Greenwood has 5 levels of PAS. PAS levels 0-5 will be displayed as OFF, ECO, TOUR, SPORT, TURBO and BOOST. ECO is the first pedal assist level and will give you some slight assistance. Press the plus and minus buttons on the control panel to toggle between the levels. As you select the higher levels, the assistance will increase with BOOST basically doing all the work for you. Using higher levels of PAS will drain the battery faster. The recommended PAS levels are ECO, TOUR, and SPORT to ensure good battery life. Note- OFF means no assistance from the motor and you would have this on if you wanted to ride without assistance but measure distance/speed etc.



*If the bike is stationary for a period of 5 minutes or longer without any movement, it will automatically turn off. These are safety features employed on the bike. If transporting the bike on the back of a vehicle, please ensure the display is covered with a waterproof cover. Although they are designed to be ridden in wet conditions traveling at high speeds in wet weather can cause water to get past the display seals.*

## WALK ASSISST

To activate the walk assist, hold down the walk button. This will propel the bike forward at around 6km/h. This can be used if you need to walk the bike up a hill and need some assistance in doing so. Release the walk button to deactivate walk assist.

**ODO** - Displays total distance ridden on the bike. This cannot be reset and keeps accumulating.

**Trip Distance** – The distance ridden on your ride. This can be reset in the settings menu.

**Trip Time** – The time it's taken you to ride on your trip. This can be reset in the settings menu.

**Max Speed**- The maximum speed you have reached on your ride. This can be reset in the settings menu.

**Avg Speed**- The average speed of your trip. This can be reset in the settings menu.

## SPECIAL FUNCTIONS

Hold down the plus and minus buttons at the same time to enter the settings menu. The plus and minus buttons will move the selector up and down and the on/ off button is used as the confirm button.

**Trip distance reset**-. Switch to the “reset trip” option in the menu. Press confirm. Select yes, then select return to go back to previous interface. Hold down the confirm button to return to normal operation screen.

**KM/h or MP/h setting** – press the plus or minus button to select the speed unit option and press confirm. Select your desired unit and press the confirm button to select. Select the return option to return to the main menu.

**Please see the separate display manual for more detailed information**

Please contact your local retailer if you need any assistance on this. Alternatively, you can check Wattwheels website for up-to-date instructional videos.

## BRAKES

The Greenwood electric bikes are equipped Tektro hydraulic disk brakes. Please be aware that hydraulic disc brakes are very strong, so care is to be taken braking while getting familiar with the bike. The front brake is located on the right-hand side of the handlebar with the rear brake on the left. For riders which prefer the brakes the other way around please get your nearest bike shop to switch over if required.

## SHIFT SENSOR

On our Greenwood bikes we have included a shift sensor which is designed to protect the motor system, chain, cassette, and derailleur and allow quieter, smoother gear changes. The system works by cutting power to the motor for a split second when changing gears therefore allowing a smoother gear change and puts less stress on the chain and motor system. Although we do not recommend it, the shift sensor can be unplugged by your local Wattwheels dealer.

## TYRE PRESSURE

To avoid flats, keep tyre pressure at the recommended PSI. On off-road terrain a slightly lower PSI will provide more grip, but flats can occur. We recommend a pressure of between 30-40PSI.

## RIDING RANGE

The range of your Greenwood is the distance the bike will travel on a single full charge of the battery pack. The range values in this manual are estimates based on expected usage characteristics. Some of the factors which effect range include changes in elevation, speed, payload, and acceleration, number of starts and stops and ambient air temperatures. Tyre pressure and terrain are also important variables to consider.

We suggest that you ride conservatively when you first get your Greenwood to get to know your bike and travel routes.

Once you become familiar with the range requirements of your travel routes, and the capabilities of your Greenwood you can then adjust you riding characteristics if you so desire.

The following table provides general **estimates** and outlines various factors effecting range and their combined estimated effects on range. This table is meant to help owners understand the factors that can increase or decrease range, but Wattwheels makes no claims to the range that individual users might obtain.



Expected Range	Operating Conditions
40 Km	<ul style="list-style-type: none"><li>o Hilly Terrain</li><li>o Heavy Payload</li><li>o High Throttle use</li><li>o High Speeds</li><li>o High PAS</li></ul>
65 Km	<ul style="list-style-type: none"><li>o Flat Terrain</li><li>o Normal Payload</li><li>o Not Windy</li><li>o Medium Speeds</li><li>o Moderate PAS</li></ul>
100+ Km	<ul style="list-style-type: none"><li>o Flat Terrain</li><li>o Normal Payload</li><li>o Not Windy</li><li>o Low Pedal Assist Level</li><li>o Moderate to Heavy Pedalling</li></ul>

*With the battery gauge located on the bottom left of the display please take note on new bikes the gauge can drop quite quickly initially. If this happens don't be alarmed as this is normal and is due to the BMS (battery management system) we use in the bikes, and it will take a few charges for the cells to balance out. There will also be instances of voltage sag where the voltage drops when using a high level of PAS, riding up hills or under a heavy load which again is normal. As mentioned, it is good to do a few smaller rides first to get familiar with the bike and the range you can get depending on what settings you have the bike on. Pay close attention to the section in looking after your battery to prolong and maximise its life.*

## ADJUSTING THE SEAT HEIGHT

Use a 5mm allen key on the seat post clamp to release the seat post and pull upwards or push downwards to reach desired height.



*Ensure the seat post and seat are properly adjusted before riding. Do not raise the seat post beyond the **MINIMUM INSERTION** marking etched onto the seat post tube. If your seat post extends from the frame beyond these markings, the seat post or frame may break, which could cause you to lose control and fall. Prior to first use, be sure to tighten the seat clamp properly. A loose seat clamp or seat post binding bolt can cause damage to the bicycle or can cause you to lose control or fall. Periodically check to make sure the seat clamp is properly tightened.*

## RIDER COMFORT

To obtain maximum comfort, the rider should not overextend his or her arms when riding. To obtain the most comfortable riding position and offer the best possible pedalling efficiency, the seat height should be set correctly in relation to the rider's leg length. The correct saddle height should not allow leg strain from over extension, and the hips should not rock from side to side when pedalling. While sitting on the bicycle with one pedal at its lowest point, place the ball of your foot on that pedal. The correct saddle height will allow the knee to be slightly bent in this position.



## BATTERY & CHARGING

The battery can be charged either on the bike or removed from the bike. To charge while the battery is on the bike, open the rubber cap located on the right-hand side of the battery and plug the charging pin into the port. Please make sure to plug the charger into the battery before plugging the charger into the power source.



To remove the battery, turn the wheel slightly so you have better access to battery. Turn the key to the unlock position and then turn the lever on the battery case to release the battery.

Removing the battery from the bike when storing it for a long period of time is recommended. In this case store it in a cool, dry area away from water. The battery should be left at 50%-75% charge for long storage times (over 2 months). Periodically check the charge of the battery and top up if needed to keep it within this range.

Cleaning the battery and battery housing should only be done while disconnected and powered off. Use a dry rag or if needed a lightly damp rag.



**DO NOT** spray with high-pressured water as it may cause damage or possible short-circuiting. Only charge the battery with the supplied charger as others may not function properly, and this increases the possibility of fire or explosion.

Do not store the charger or battery in a wet/damp place or in direct sunlight.

*Lithium-ion batteries can last longer if you recharge with 10-15% of the charge remaining to prevent damage to the cells. Keep both the battery and charger out of the reach of children and if there appears to be an issue with the charger or battery, stop use immediately and contact either the manufacturer or Wattwheels at [admin@wattwheels.co.nz](mailto:admin@wattwheels.co.nz)*

## BEST PRACTISES FOR EXTENDING BATTERY LIFE

- o assist the motor by pedalling when climbing hills and accelerating from a stop.
- o Avoid sudden starts and stops.
- o Accelerate slowly
- o Keep within the recommended weight limit (Combined weight 130kg rider and bike/ accessories)

## CHARGING

- Firstly, insert plug of the charger into charging socket on the battery.
- Second, Insert the charger into the socket of the home power supply. It shows the power has already been put through when the L.E.D indicator of the charger is on.
- It is charging when the L.E.D indicator is red. When the L.E.D turns from red to green, it indicates that the battery is fully charged.
- After the green L.E.D is on, the charger is in "fill slowly mode". It will not be harmful to the battery if left to charge for a longer period or overnight. We do not recommend leaving on charge for longer than 48hours.



***DO NOT*** use the charger of other brands to charge. The charger may not be compatible with some brands. It is important to plug the charger into the battery before the power source. This prevents possible damage to the battery charge socket.

## USEFUL TIPS

- The total load limit (rider and bike) of the Greenwood is 130kg, please don't exceed this otherwise it will void the warranty
  - While riding, if the level of charge shows only one bar flashing it is recommended to ride without power, in Off PAS and charge as soon as you can.
  - Turn off the display and remove the key, while parking or storing the bike. If parking the bike in public, it's a good idea to remove the battery and take it with you.
- Register your bike online at [www.project529.com/](http://www.project529.com/). Project 529 is an online database that helps reduce bike theft and in the case of a theft can help recover the bike. If your bike gets stolen and after you have reported the theft, an alert will be sent out to all registered members in your area informing them to keep a look out for your bike along with a description, photo, and serial number of your bike.



- **Inspect the bolts on a regular basis, to ensure that they are tight, and all components are secure. Pay close attention to crank bolts, cranks, stems, through axle front and rear. This is especially important if you are riding in demanding conditions.**
- Regularly check the brake pads. The provided pads should be replaced if they have:
  - Been contaminated.
  - Have less than .8mm of material
  - Cracks or deformation
- To replace the brake pads or perform other maintenance please take it to a qualified bicycle mechanic at your local bike shop.
- Properly inflate your tyres according to riding conditions. Under-inflated tyres are prone to get flats, especially if riding off-road.
- Please don't dismantle and repair parts by yourself. Please go to your local bike shop. This bike comes with a manufacturer's warranty (document included) so for warranty claims please contact Wattwheels and we will arrange a service agent close to you to look at the bike. We carry spare parts so anything electrical that a standard bike shop doesn't have we will ship to your nearest retailer.

## PARKING, STORAGE & TRANSPORT

Please follow these basic parking, storage, and transport tips to ensure your bike is well cared for on and off the road.

- o When pushing the bike manually, turn off the power to avoid accidental acceleration from the motor.
- o It is recommended to park indoors.
- o Turn off the power and any lights to conserve battery. Remove the key from the bike and ensure the battery is locked into the frame or removed and brought with you for security if needed.
- o in public places, your Greenwood must be parked in accordance with local rules and regulations.
- o If you must park outdoors in rain, or wet conditions you should only leave your Greenwood outside for a few hours. Please thoroughly dry the bike then proceed to park the bike in a dry location afterwards to allow all the systems to dry out. Much like a regular bike, using in wet conditions mandates a more regular maintenance schedule to ensure your bike does not become rusty, corroded and to ensure all systems are always working safely.
- o Do not store outdoors for extended periods of time.
- o Do not park, store, or transport your Greenwood on a rack that is not designed for the size and weight of the bike.
- o Locking up your bike is recommended to ensure your bike is secure and the chance of theft is reduced. Wattwheels makes no claims or recommendations on the proper lock, hardware, or procedures to secure your bike, but we do recommend you take the appropriate precautions to keep your Greenwood bike safe from theft. Consult your local Wattwheels dealer for their lock recommendations.
- o When storing your bike or carrying your bike on a rack for transport, remove the battery pack to reduce the weight of the bike and make lifting and loading easier.
- o Please make sure the display is covered with a waterproof cover for transport on the back of a car. While our displays have a IP65 waterproof rating, the pressure at which rain hits the display while on the back of a car can let water into the display and cause damage.

SAFETY CHECK	BASIC STEPS
1. Brakes	<ul style="list-style-type: none"> <li>o Ensure front and rear brakes work properly.</li> <li>o Ensure brake pads are not over worn and are correctly positioned in relation to the disc.</li> <li>o Ensure brake hoses are correctly bled and display no obvious wear.</li> </ul>
2. Wheels and Tyres	<ul style="list-style-type: none"> <li>o Ensure tyres are inflated to within the recommended limits displayed on the tyre sidewalls.</li> <li>o Ensure tyres have tread and have no BULGES OR EXCESSIVE WEAR.</li> <li>o Ensure rims run true and have no obvious wobbles or kinks.</li> <li>o Ensure all spokes are tight and not broken.</li> <li>o Check axle nuts, quick releases and through axles to ensure they are tight. If your bicycle is outfitted with quick release axles, ensure the locking levers are correctly tensioned and in the closed position.</li> </ul>
3. Steering	<ul style="list-style-type: none"> <li>o Ensure the handlebar and stem are correctly adjusted and tightened and allow proper steering.</li> <li>o Ensure the handlebars are set correctly in relation to the forks and the direction of travel.</li> </ul>
4. Chain	<ul style="list-style-type: none"> <li>o Ensure the chain is lubed, clean and runs smoothly.</li> <li>o Extra care is required in wet or dusty conditions</li> </ul>
5. Bearings	<ul style="list-style-type: none"> <li>o Ensure all bearings are lubricated, run freely, and display no excess movement, grinding or rattling.</li> <li>o Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.</li> </ul>
6. Cranks and Pedals	<ul style="list-style-type: none"> <li>o Ensure pedals are securely tightened to the cranks.</li> <li>o Ensure the cranks are securely tightened and are not bent.</li> </ul>
7. Derailleurs	<ul style="list-style-type: none"> <li>o Check that the derailleur is adjusted and functioning properly.</li> <li>o Ensure shift and brake levers are attached to the handlebar securely.</li> <li>o Ensure shift cables are properly lubricated.</li> </ul>
8. Frame and Fork	<ul style="list-style-type: none"> <li>o Check that the frame and fork are not bent or broken.</li> <li>o If either are bent or broken, they should be replaced.</li> </ul>
9. Accessories	<ul style="list-style-type: none"> <li>o Ensure all reflectors are properly fitted and not obscured.</li> <li>o Ensure all other fittings on the bike are properly secured and functioning correctly.</li> <li>o Ensure the rider is wearing a helmet and any other required safety gear.</li> </ul>
10. Motor Drive Assembly and Throttle	<ul style="list-style-type: none"> <li>o Ensure mid-motor is spinning smoothly and the motor bearings are in good working order.</li> </ul>
11. Battery Pack	<ul style="list-style-type: none"> <li>o Ensure battery is charged before use.</li> <li>o Ensure there is no damage to battery pack.</li> <li>o Lock battery to frame and check to see that it is secured correctly.</li> </ul>

## BASIC TROUBLESHOOTING

Symptoms	Possible Causes	Most Common Solutions
<b>It does not work</b>	<ol style="list-style-type: none"> <li>1. Flat battery</li> <li>2. Faulty Connections</li> <li>3. Battery not fully seated in tray</li> <li>4. Improper turn on sequence</li> <li>5. Brakes are applied</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge the battery pack</li> <li>2. Clean and repair connections</li> <li>3. Install battery correctly</li> <li>4. Turn on bike with proper sequence</li> <li>5. Disengage brakes</li> </ol>
<b>Incorrect distance, speed readings and/or reduced top speed</b>	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Speed sensor is not centred or missing</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge or replace battery</li> <li>2. Check on the rear wheel that the spoke magnet matches up in the front centre of the black sensor. You may need to slide it around.</li> </ol>
<b>When powered on the motor does not respond</b>	<ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Loose or damaged throttle</li> <li>3. Loose or damaged motor plug wire</li> <li>4. Damaged motor</li> </ol>	<ol style="list-style-type: none"> <li>1. Repair and or reconnect</li> <li>2. Tighten or replace</li> <li>3. Secure or replace</li> <li>4. Repair or replace</li> </ol>
<b>Reduced range</b>	<ol style="list-style-type: none"> <li>1. Low tyre pressure</li> <li>2. Low or faulty battery</li> <li>3. Riding with too many hills, headwind, braking and/or excessive load</li> <li>4. Batter discharged for long period of time without regular charges, aged or damaged.</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust tyre pressure</li> <li>2. Check connections or charge battery</li> <li>3. Adjust route or ride in a lower PAS level</li> <li>4. Replace the battery</li> </ol>
<b>The battery will not charge</b>	<ol style="list-style-type: none"> <li>1. Charger not connected properly</li> <li>2. Charger damaged</li> <li>3. Battery damaged</li> <li>4. Wiring damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the connections</li> <li>2. Replace</li> <li>3. Replace</li> <li>4. Repair or replace</li> </ol>
<b>Wheel or motor makes strange noises</b>	<ol style="list-style-type: none"> <li>1. Damaged motor bearings, cogs or seals</li> <li>2. Damaged wheel spokes or rim</li> <li>3. Damaged motor wiring</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace</li> <li>2. Repair or replace</li> <li>3. Repair or replace motor.</li> </ol>

## ERROR DETECTION

Your Greenwood is equipped with an error detection system integrated into the LCD display and motor controller. In the case of an electronic control system fault an error code should appear on the display. The error codes are listed below and can help detect what the issue is with your bike. If your bike has an error code displayed at any time it is recommended that you stop using the bike and contact your local Wattwheels dealer.

<b>21</b> Abnormal Current
<b>22</b> Throttle fault
<b>24</b> motor hall sensor signal fault
<b>25</b> Brake error (Start detection)
<b>28</b> Other faults
<b>30</b> Communication failure
<b>31</b> On/Off button sticky
<b>32</b> Display voltage abnormal
<b>33</b> Display self-check failure
<b>34</b> Walk assist button sticky

## SERVICING

To ensure your bike remains in great shape it requires regular servicing. Failure to do so may void any potential warranty claims. Please retain your receipts for proof of service

### **2-3 MONTHS:**

DATE:

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STORE/MECHANIC:

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SIGNATURE:

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### **12 MONTHS:**

DATE:

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STORE/MECHANIC:

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SIGNATURE:

---

### **6 MONTHS:**

DATE:

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STORE/MECHANIC:

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SIGNATURE:

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### **24 MONTHS:**

DATE:

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STORE/MECHANIC:

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SIGNATURE:

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## WARRANTY

**To activate your warranty please go to <https://www.wattwheels.co.nz/warranty>. A link is located at the bottom of our webpage.**

Wattwheels Ltd warrants that all new products are warranted to the original purchaser against manufacturing defects in materials and/or workmanship for the following periods:

Motor/Battery	24 months
Frame	60 months (Folding bikes & trikes is 36months)
Additional Components	12 months

For commercial operations where the bikes are being used for hire then the following applies:

Motor/Battery	12 months
Frame	24 months (Folding bikes & trikes is 18months)
Additional Components	6 months

The warranty period is calculated from the point of delivery. The original receipt of purchase is required to establish proof of purchase and must be provided to Wattwheels for all warranty claims. Wattwheels will require the customer to complete a MANDATORY standard procedure for warranty claims that will involve media such as photos and videos to help Wattwheels after sales staff establish the fault with the product.

Goods we sell are subject to a full comprehensive warranty. The costs/inconvenience caused by the loss of use of the product, is not covered whilst the warranty procedure takes place. The warranty for replacement components will be based on the date of delivery. Under no circumstance will a replacement component have a warranty date different than the original date of delivery. If a replacement is necessary due to a defect in materials and/or workmanship, then upon return to Wattwheels, the component will be replaced during the warranty period.

Wattwheels will have no obligation under this warranty in the event the product is damaged or destroyed as a result of any of the following events: components used on a non Wattwheels product, damage, or destruction by abuse; collision; theft; improper maintenance or mishandling of the product; natural forces such as

wind, lightning, hail, etc.; any wilful or negligent act; penetration, or opening of the product casings in any manner. Replacement will be honoured only by Wattwheels.

This is Wattwheels exclusive warranty. No party is granted express or implied authority to change or annul this warranty in any manner. Implied warranty including that of merchantability and fitness for a particular purpose are expressly limited in duration to the duration of this warranty. Wattwheels disclaims any liability for special, incidental, or consequential damages.

This warranty is not meant to suggest or imply that the products cannot be broken or will last forever. It does mean that the product is covered subject to the terms of the warranty. This warranty applies only to the original Buyer of the product and is not transferable to subsequent owners or any other party. This warranty is void if the product is subjected to abuse, neglect, improper repair, improper maintenance, alteration, modification, an accident or other abnormal, excessive, or improper use, at the sole discretion of Wattwheels.

### **Warranty Exclusions**

This warranty does not cover:

- normal wear and tear
- damage or failure from abuse, neglect, misuse, or accident
- damage from stunt riding, ramp jumping, acrobatics, competitive events, such as bicycle racing, bicycle motocross racing, or similar activities or any activity that is not consistent with the intended use of the product
- damages resulting from improper charging of the battery pack or use of any charger not supplied by Wattwheels
- installation of any parts, accessories, or electrical component(s) not originally intended for or compatible with the product as sold, or any modification of the frame or any component(s) originally supplied; tires, brake pads, chains, lights, motors, battery packs, displays, or vehicle controllers that have been opened for any purpose whatsoever, other than by Wattwheels
- All warranties are void if the product is used for any purpose other than the reasonable intended use of the product. Additionally, this warranty does not cover damage associated with commercial use.
- Aftermarket components or modifications

All implied warranties, including the warranties of merchantability and fitness for a particular purpose, are limited in duration to that of the express warranties stated above.

### **Warranty Procedure**

Proof of purchase must be provided. The original Purchaser must contact the place of purchase or a Wattwheels representative to discuss the problem with the product. The original Purchaser is responsible for the return of the product, undamaged in transit, to Wattwheels for warranty work and for the costs associated with shipping the component(s) when returning them. If Wattwheels determines a warranty claim is valid and conforms with this warranty, Wattwheels will replace component(s). For valid warranty claims hereunder, Wattwheels will reimburse the original Purchaser for shipping costs incurred as a result of returning the product to Wattwheels for warranty work at standard ground shipping rates, and Wattwheels will pay for shipping costs to return the product to the original place of purchase. You must retain and send us the receipts for shipping.

### **Limited Liability**

Unless otherwise provided, the sole remedy under the above warranty, or any implied warranty, is limited to the replacement of defective parts at the sole discretion of Wattwheels. In no event shall Wattwheels be responsible for direct, incidental, or consequential damages, including, without limitation,

damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other theory.

### **Cancellation**

Buyer has a 14-day period to cancel an order for a full refund. After the cancellation period, no refunds will be awarded. The Goods will be delivered with no returns.

### **Returns**

Our extensive quality control means that our products are thoroughly tested and ultra-reliable by industry standards. All products are warranted to work as

described on arrival and for the warranty period. If there is a warranty claim, it will be assessed by Wattwheels, and new parts will be delivered upon claim's approval. Wattwheels will accept the return of warranted components. If there is a major fault with the product, contact Wattwheels immediately. Wattwheels will not accept returns for change of mind.

### **Questions**

Please contact us at [sales@Wattwheels.co.nz](mailto:sales@Wattwheels.co.nz)