

Care and Maintenance

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1. How to wash my eBike?

- Never use a high pressure washer to clean your eBike.
- The pressure can force water into electrical components as well as mechanical components of your eBike which can cause problems and corrosion.
- The best way to clean an eBike is with a wet sponge or a garden hose at low pressure running water.
- Make sure the eBike is switched off and that the LCD display and control switch is covered when using a hose.
- Use a soft brush like a paint brush to remove sand and dirt from hard to reach corners.
- Be sure to spin the wheels and turn the crank after washing your eBike to disperse water from the bearing areas before parking the bike.
- Use silicone spray or any anti-corrosion spray to prevent corrosion.
- Do not contaminate the brake rotors or brake pads with any type of oily substance.
- Clean chain with paraffin, rinse thoroughly, let it dry completely, wipe with a cotton rag and apply one drop of chain lube to each chain link on inside of chain.
- Never leave your eBike in the pouring rain and never ride through water deeper than crank or hub height.

2. Battery care:

- Battery casings are weather proof, but refrain from spraying water at high pressure onto batteries.
- Always switch battery off when washing your eBike.
- It is crucial to charge the battery fully before first use.
- Modern Lithium Ion batteries do not build up memory and it's better to charge battery fully after use than to drain fully before each recharge.
- Never store the battery in a discharged state and always store in a cool, dry place out of direct sunlight.
- Extended periods of extreme heat may damage batteries and shorten the life expectancy thereof.

3. eBike servicing:

- The electric system of an eBike is sealed and for all practical purposes maintenance free if installed correctly.
- Other components of eBikes are similar to conventional bicycles and maintenance is done accordingly.
- For complete peace of mind we recommend that you have your eBike serviced professionally by WOW eBikes as per recommended service schedules where possible.

4. Warranty information:

INCLUDED:

- Frame: 24 months
- Samsung Lithium Ion Battery 18 months
- Bafang Motor: 18 months
- Bafang Controller: 18 months
- Charger: 12 months

EXCLUDED:

- Improper Operation
- Improper Maintenance
- Accident Damage
- Water Damage