



# REV-Bikes: WARRANTY

## Limited Warranty

All REV-Bikes products have a two year warranty for parts to the original retail purchaser, when purchased and installed directly from REV-Bikes or an affiliate dealer. All warranties are effective from date of purchase by the end user, provided the product is purchased in NEW condition.

Warranties are limited to parts and/or products determined by REV-Bikes, at its sole discretion, to be defective. In the event that your kit was installed by us, we also comprehensively cover the installation of the parts for 3 years. This warranty does NOT extend to the bike on which the kit is mounted, or any parts not provided by REV-Bikes.

Kits are covered for normal use against failure and defects, which does not include the following partial list:

**Over Voltage / Current** - Connecting an unauthorised battery with higher than supplied nominal voltage or current can damage the controller, wires and/or connectors. Damaging any kit component or motor by connecting the wrong battery type is not covered under our warranty.

**Improperly Caring for the Battery / Motor / components** - The Warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, or normal wear. If we see evidence of a crash or other signs of accidental or intentional damage, any related problems will not be covered under warranty. If your rim is damaged due to you not checking the spokes in the first few weeks as we advise, that is not covered under warranty, since we instructed you to do this. If you have adjusted parameters on the controller, this voids warranty.

**Water Damage** - REV-Bikes motors & battery packs are water resistant and fine in the rain, but should NEVER be submerged in liquid. Avoid leaving your bike in the rain, this does not equate to proper care.

**Lithium Batteries** need to be stored above 50% charged, and kept in a dry environment. Never continue using your battery if it has cut out due to being close to empty. Charge every 3 months to ensure cells don't drop below voltage.

**\* Your Warranty will be VOID if you have opened the Battery or Motor Casing without prior advice from us.**

REV-Bikes Limited Warranty does not cover or apply to the following: Normal wear and tear; any damage, failure and/or loss caused by accident, shipping, misuse, neglect, abuse and/or failure to follow instructions or warnings as stated on the product or in the applicable owner's manual or other printed materials provided with the product; damage, failure and/or loss caused by the use of the product for stunt riding, ramp jumping, competition, off-road use, acrobatics, trick riding or other similar activities, or use in any other manner for which such products were not specifically designed.

This warranty does not apply to any products or components, mechanical and/or electrical, which have in any way been altered from their original configuration by any person. REV-Bikes will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.

## Warranty Claims

Those parts and/or products which are determined by REV-Bikes to be defective and to qualify for warranty replacement will be provided at no charge. Warranty claims must be made by the original purchaser by contacting REV-Bikes within the warranty period (stated above). Customer is responsible for shipping costs to REV-Bikes, which may be required prior to establishing whether the fault is indeed a warranty issue. We can often establish this with photos or a video of the problem. REV-Bikes at its sole discretion, has the option of repairing faulty parts, or replacing with a new part, or factory re-certified part.

The Limited Warranty stated herein is in lieu of and expressly excludes all other warranties not expressly set forth herein, whether expressed or implied by law or otherwise, including, but not limited to, any warranties for merchantability and/or fitness for any particular purpose. REV-Bikes shall in no event be liable or responsible for incidental or consequential losses, damages or expenses in connection with their products. The liability of REV-Bikes hereunder is expressly limited to the replacement of goods complying with this warranty.

## Disclaimer

REV-Bikes electric bicycle conversion kits are supplied as a set of parts for trained technicians to install on suitable bicycles. Our workmanship is covered under warranty, providing you have not tampered with the fitting of the kit, or the associated parts of the bicycle. The overall safety of your bike depends on you keeping it in a roadworthy condition. It is your responsibility to maintain the mechanical parts of the bike, and properly look after the electrical components added.

REV-Bikes disclaims any responsibility for injury, damage or any other consequences arising from the use of this product. REV-Bikes also accept zero responsibility for any rider being caught foul of the law. It is your responsibility to know the Federal, State and Local laws, and follow them accordingly. We do sell some "off-road" kits which we know do not meet local road laws, so if you have one of these, you ride it at your own risk. We strongly recommend the use of helmets when riding e-bikes.

This electric bike has exposed moving parts, electrical connections and high powered batteries. Any or all of these components can be dangerous, so treat with respect, and handle with caution.