

Owner's Manual

We highly recommend you follow along with this video tutorial to assemble your eBike. Simply scan the QR code below.



Or visit:
velotricbike.info/4ae20No

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QUICK START GUIDE

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Quick Start

Refer to this guide for helpful information on handling and riding your Velotric F1.

Seat

- Check that the seat cannot be twisted out of position, and set the height to a safe position.
- Check that the seat post collar and clamp are closed and tightened to the recommended torque.
- Check that the seat post is inserted past the minimum insertion point.

Handlebar

- Check that the handlebar stem is inserted past the minimum insertion point.

Brakes

- Pull the brake levers to ensure the brakes and adjusters are working properly.

Battery

- Check that the battery is securely locked.
- Check that the battery is charged sufficiently for the intended ride.
- Ensure the battery has not been damaged or altered in any way.

Tires

- Inflate your tires within the range printed on the tire sidewall.
- Check that the tires have no cuts, cracks, bulges, or bald spots.

Chain and Drivetrain

- Check that the chain has some flex, but is not 'floppy' or sagging.
- Check the condition of the chain to see if it needs cleaning or lubrication.
- Check that no gear, clothing, straps, etc. are at risk of touching wheels, or other moving parts.

Quick Start

Axle Bolts and Other Fasteners

- Check that the wheels are securely attached.
- Verify that the front and rear axles are secure.

Other

- Before each ride, inspect your eBike for damage. Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- Only carry the cargo you need. More weight will drain the battery faster.
- Do not exceed the maximum total weight limit.

⚠ CAUTION Always wear an approved helmet, closed-toe shoes, and weather-appropriate, high-visibility clothing.

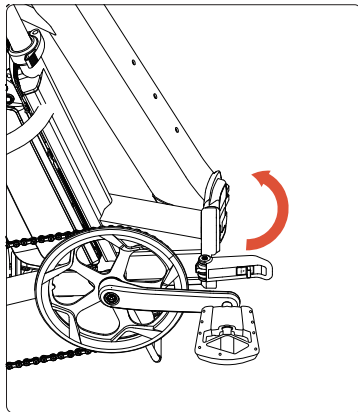
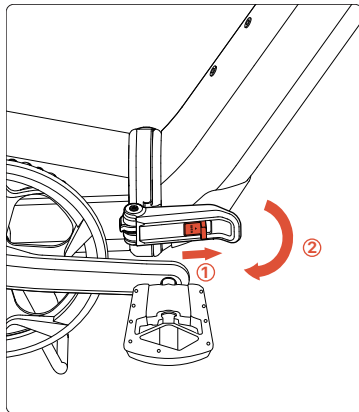
⚠ WARNING When using this product, basic precautions should always be followed, including the following:

- Read all the instructions before using the product.
- To reduce the risk of injury, close supervision is necessary when the product is used near children.
- Do not put fingers or hands into the product.

Frame

To fold the frame

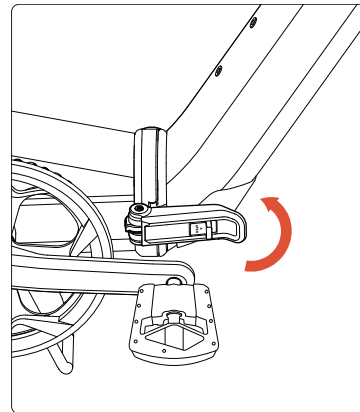
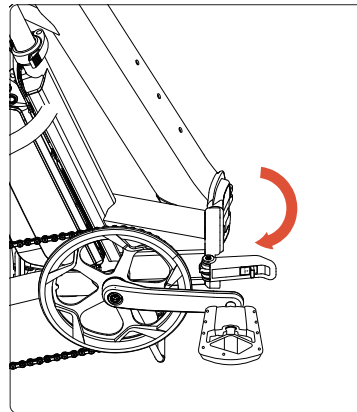
1. Find the folding switch wrench at the lower end of the frame and pull the wrench outward.
2. Pull the wrench until you can see the locking block separating from the frame catch.
3. Fold the frame.



To unfold the frame

Frame

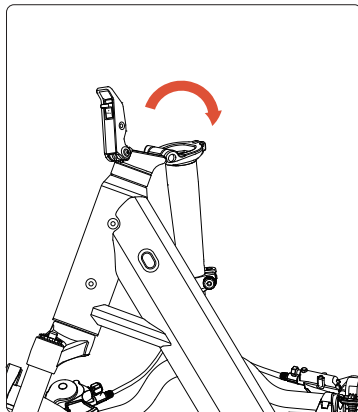
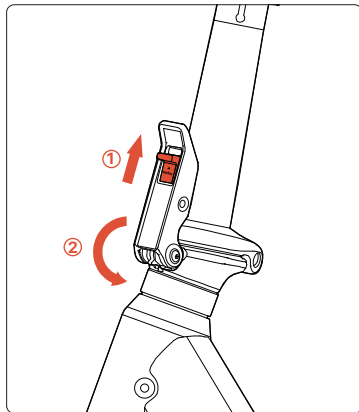
1. Straighten the frame from the folded state.
2. Push the folding wrench back, during that process, the locking block will be attached to the frame catch. Push the wrench until it can not be pushed any further.
3. Check the frame to make sure it doesn't wobble.



Stem

To fold the stem

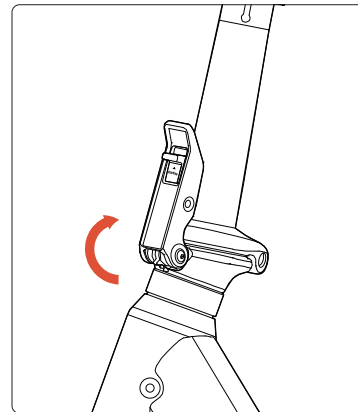
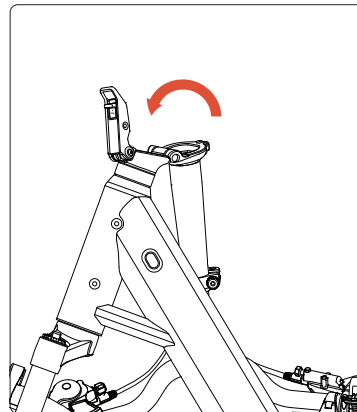
1. Find the black toggle located in the folding box on the stem.
2. Use your index to push the toggle upward and when it reaches the top, push forward to open the folding box.
3. Fold the stem.



To unfold the stem

Stem

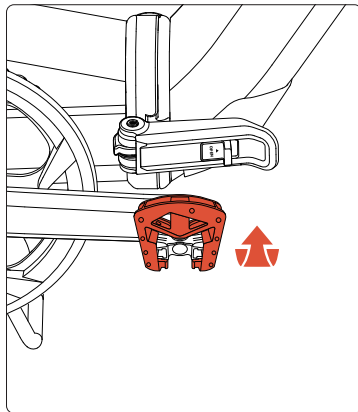
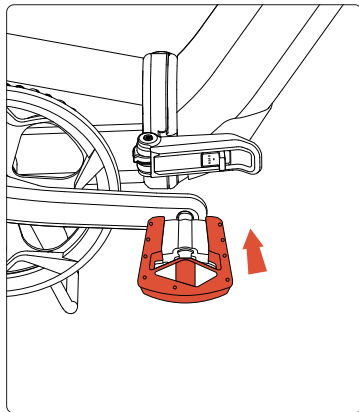
1. Straighten the stem from the folded state.
2. Push back the folding box wrench until you hear a click sound.
3. Check the stem to make sure it doesn't wobble.



Pedal

To fold the pedal

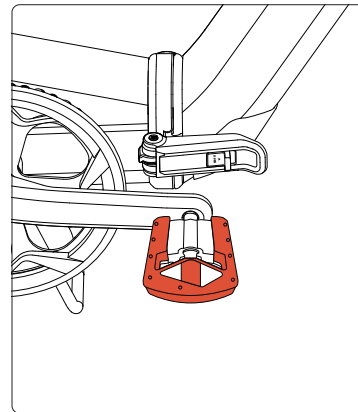
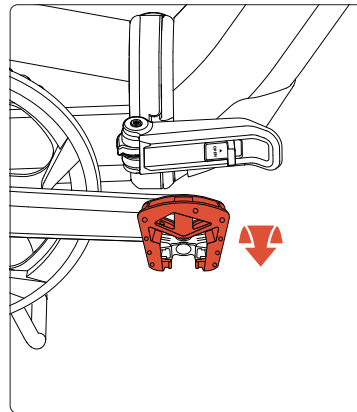
1. Pull the inner part of the pedal outwards
2. After pushing the inner part to its limit, hold it still and push the outer part of the pedal upwards.
3. The folding process completes when the inner and outer parts intersect vertically.



Pedal

To unfold the pedal

1. Keep the pedal's inner part still, pull the outer part downward.
2. Keep pulling the pedal's outer part until it is in line horizontally with the inner part.



Battery & Charging

Activate Battery

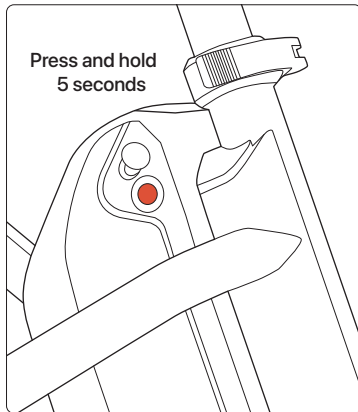
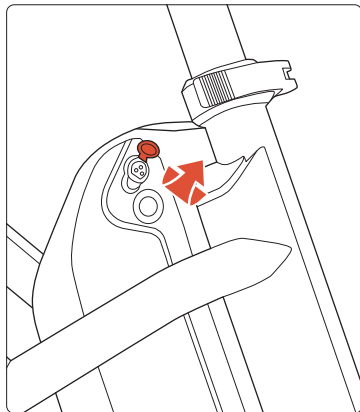
Method A

Connect the charging cable to the charging port first, and then plug the charger into AC power source. Make sure the battery remains in the charging state for a minimum of 5 seconds.

Method B

Press and hold the battery button for more than 5 seconds. Release it when the battery light comes on.

Note If the battery has been left unused for an extended period, it may need to be recharged before use



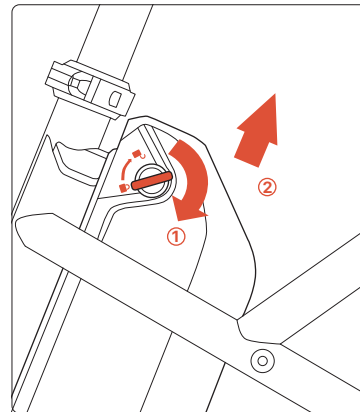
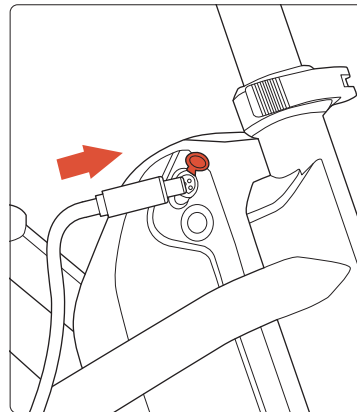
Charge the Battery

Battery & Charging

The battery can be charged either in or out of the eBike.

A. Charging on the eBike:

1. Connect the charging cable to the charging port first, and then plug the charger into AC power source. When the battery light turns red, the vehicle enters charging mode.
2. The indicator will turn green when the battery is fully charged. Unplug the charging cable from the AC power source and then disconnect the charger from the eBike's charging port.



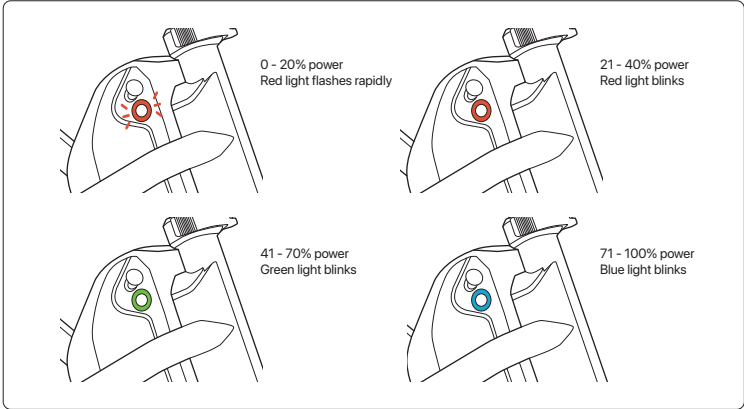
Battery & Charging

Charge the battery

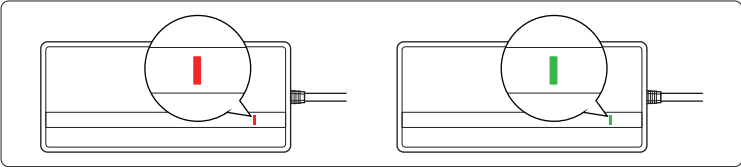
Note 1. When the battery is charging, it will automatically cut off the power supply to the vehicle for safety.
2. Different vehicle models may have differences in the battery charge indicator. If you have any questions, please feel free to contact Velotric for further assistance.



▲ WARNING 1. Charge the battery in an environment from 50–86°F (10–30°C).
2. The battery won't charge when it is over 113°F (45°C) or below 32°F (0°C). Let the battery adjust to room temperature for at least 1 hour before trying again.

Battery indicator




Indicator Status

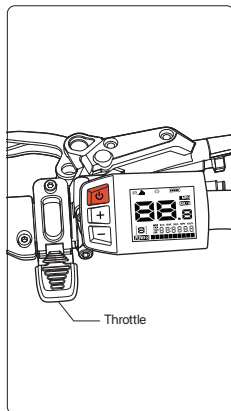
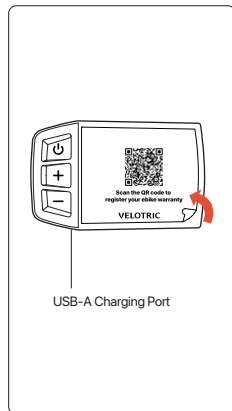




Color	Indicator Status	Description
Red	Solid on 	The battery is charging
Green	Solid on 	1. The battery is fully charged 2. The battery is not charging

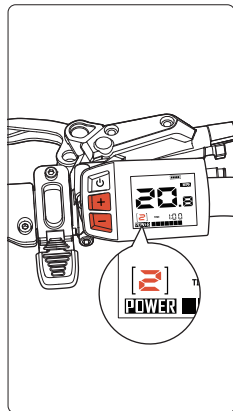
Note While charging, the charger indicator turns solid red from green and turns solid green when the battery is fully charged.

Features and Test




1. Please scan the QR code to find warranty information. Then peel the protective film off the display.
2. Long press the  button for 2 seconds to power on.

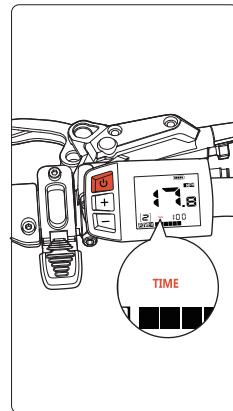
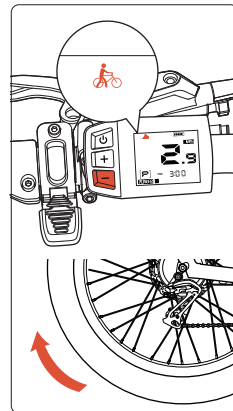
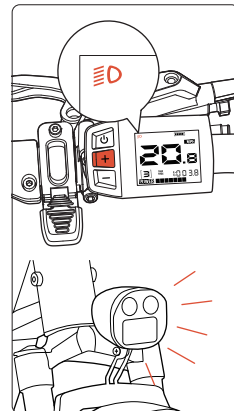


3. Single press the  or  button to increase/decrease the assist level.

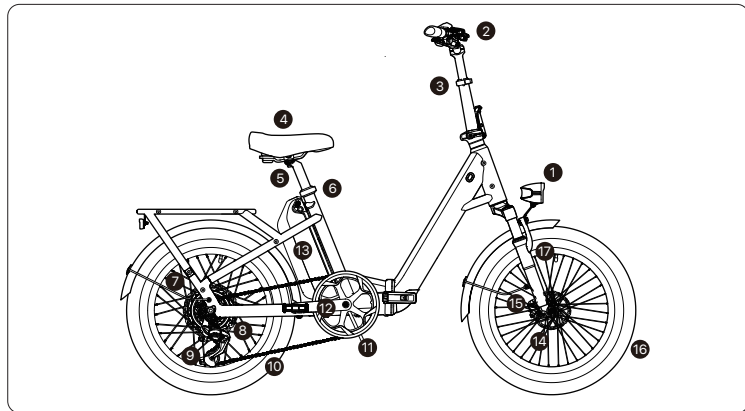


Features and Test

4. Long press the  button for 2 seconds to turn the front light on/off.
5. Press and hold the  button to activate the Walk Model, release the button to turn off.
6. Single press the  button to switch riding data.

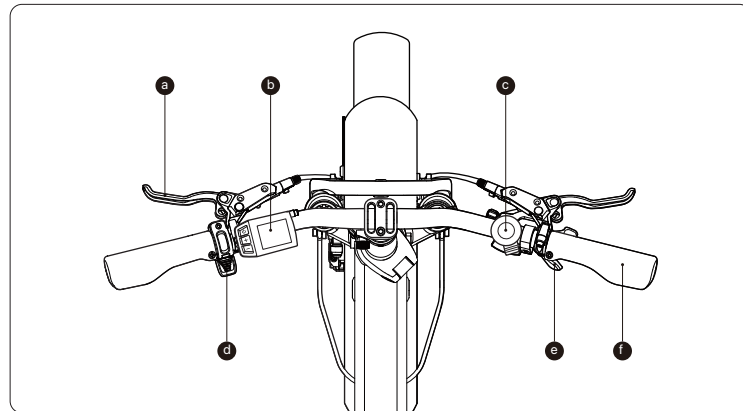


eBike Diagram



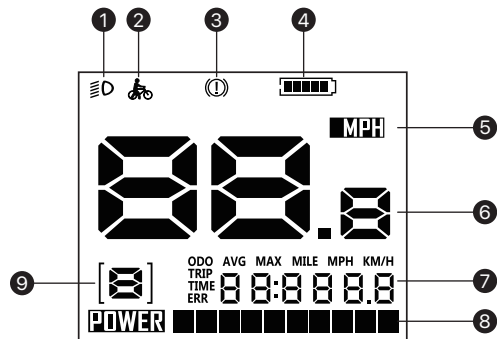
- | | | |
|------------------|-------------------|------------------|
| 1 Front Light | 7 Motor | 13 Battery |
| 2 Handlebar | 8 Cassette | 14 Brake Rotor |
| 3 Stem | 9 Rear Derailleur | 15 Brake Caliper |
| 4 Saddle | 10 Chain | 16 Tire |
| 5 Seatpost | 11 Crankset | 17 Fork |
| 6 Seatpost Clamp | 12 Pedal | |

eBike Diagram



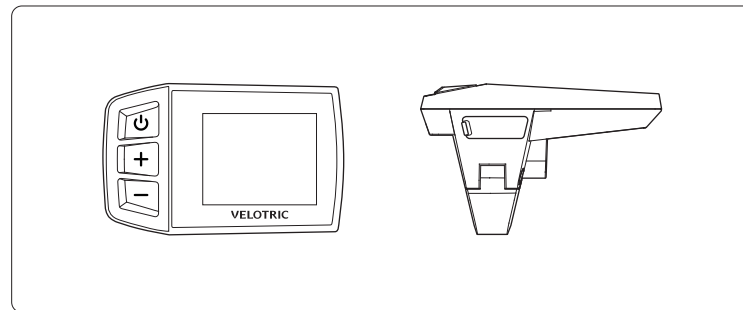
- | | |
|------------------|------------|
| a Brake Lever | d Throttle |
| b Remote&Display | e Shifter |
| c Bell | f Grip |

Display Interface



- | | | |
|--------------|-------------------|----------------|
| 1 Light | 4 Battery Level | 7 Riding Data |
| 2 Walk Mode | 5 Speed Unit | 8 Power Bar |
| 3 Error Icon | 6 Real-time Speed | 9 Assist Level |

Remote Diagram



Long press for 2 seconds :

- Power on/off

Single press:

- Switch riding data



Long press for 2 seconds :

- Turn on/off the front light

Single press:

- Increase assist level



Press and hold :

- Turn on walk mode, release to turn off

Single press:

- Decrease assist level



USB-A Charging Port

Customize Settings:

Long Press (+) and (-) when eBike is on.

- Navigate to setting menu to customize mileage units, auto shut-off time, and backlight brightness.
- Utilize (+) or (-) to make adjustments.
- To save changes, long press (power icon) .

BEFORE YOUR RIDE

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Safety Check

- Ensure that the handlebar cables were routed correctly when the handlebar was installed. Turn the handlebar fully to the left and right and ensure that no cables or wires can be taut.
- Ensure that the pedals are secured with a pedal wrench according to the torque value listed in "Recommended Torque Values".
- Ensure that the cable connectors on the ebike are all plugged in securely and that nothing loosened in shipping.
- Check the brake functions per the directions in the "Brake System Inspection".

It is normal that brakes can rub a little the first few times you ride. Any squeaks or noises will disappear with use.

Standover Height

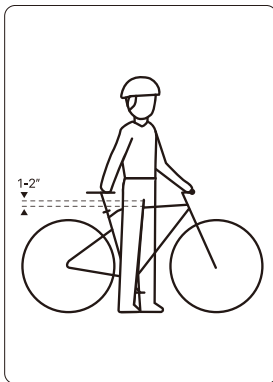
When selecting a new ebike, the correct choice of frame size is the most basic safety consideration.

Standover height is the basic element of ebike fitness. It is the distance from the ground to the top of the ebike frame at the point where your inseam is when straddling the ebike with both feet flat on the ground.

There should be a clearance of 1 inch to 2 inches (25.4 mm to 50.8 mm) between your crotch and the top tube of the ebike.

If your crotch touches the frame, it indicates that the ebike is too big for you.

To check for the correct standover height, straddle the ebike while wearing the kind of shoes in which you will be riding, and bounce vigorously on your heels.



Helmets

Safety while cycling is of paramount importance. When riding a bicycle, always wear a properly fitting helmet and wear it correctly. Many places require the use of specific safety equipment. It is your responsibility to familiarize yourself with local laws, regulations, and ordinances in the area-in-which you're cycling and to comply with all applicable laws, including equipping yourself and your bicycle as required by law.

Chain Inspection

- Ensure the chain is clean, properly lubricated, and runs smoothly.
- Exercise extra caution when riding in wet, salty, corrosive, or dusty conditions.

Electrical System Inspection

Display

- Ensure that the cable of the display is properly connected and secured.
- Ensure that the display is securely attached, positioned, and functioning properly.

Motor Cutoff Function

Ensure that the throttle, brake levers, and motor are working properly and in good condition. The front and rear brake levers contain motor cutoff switches, which cut off power from the motor whenever the brakes are applied. When pushing the throttle to power the eBike forward and squeezing the left or right brake lever to engage the front or rear brake, the motor will immediately stop providing power assistance. If anything seems wrong, take your eBike to a qualified mechanic.

Front Light & Rear Light

- Ensure that the front and rear lights are securely attached and properly positioned.
- Ensure that the front and rear lights are not covered by foreign objects.
- Ensure that the cable of the front light is properly connected and secured.
- Ensure that the front light can be switched on or off when pressing the "Light" button.
- Ensure that the rear light will turn on automatically when the eBike is powered on. When a brake lever is squeezed, the rear light will illuminate a brighter, solid brake light.

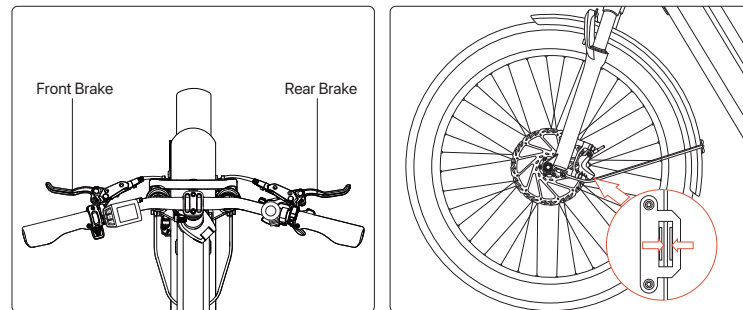
Battery

- Ensure that the battery is free from any visible damage including cracks, dents, deformation, and other abnormalities.
- Ensure that all connector contacts of the battery are clean, dry, and free of dirt and corrosion.
- Ensure that the battery is locked in the battery tray properly before use.
- Ensure that the battery is well charged before riding. You can check the charge level by pressing the button on the side of the battery to illuminate the charge level indicator.
- Ensure that the battery is stored at an ambient temperature of 50°F to 77°F (10°C to 25°C). For more detailed information, refer to "Battery Storage".

Cables

- Ensure that all cables are not overly bent and no kinks are present.
- Check and ensure all cable connections are tight, secure and free from debris or moisture.
- Ensure that there is no damage or wear on the cables.
- Ensure that all cables and housings are properly secured to the frame or fork so that they cannot interfere with or get caught on moving parts.

Brake System Inspection & Adjustment

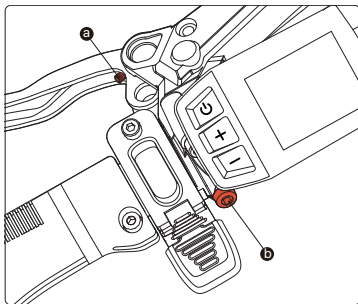


Brakes are essential to safety. Test your brakes for proper functionality before every ride.

- Ensure that the brakes are clean and free of debris that could interfere with the brake system.
- Ensure that brake levers are lubricated and tightly secured to the handlebar.
- Check brake pads and rotors for wear and make sure that they are not overworn.
- Ensure that the brake rotor fits correctly between the brake pads.
- Ensure that the front and rear brakes work properly.
- Test that the brake levers are firm and that the brake, motor cutoff switch, and rear light are functioning properly.
- While the eBike is stationary, make sure you can apply full braking force without the brake lever touching the handlebar. Otherwise, the brake lever needs to be adjusted. For detailed information, refer to "[Adjust the Brake Lever Positioning](#)".

Adjust the Brake Lever Positioning

Most riders would be comfortable with the default position of the brake levers. However, you may adjust them according to your preference and hand size.



If you have big/small hands or find it difficult to squeeze the brake levers, you can also adjust the distance between the brake lever and the handlebar according to the steps below.

1. Locate the barrel adjuster (a).
2. Rotate the barrel adjuster counter-clockwise to move the brake lever closer to the handlebar, or rotate the barrel adjuster clockwise to move the brake lever away from the handlebar.

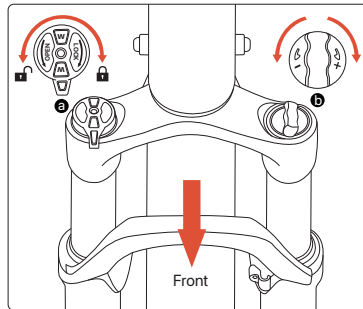
To adjust the angle of the brake lever, follow the steps below.

1. Loosen the brake lever clamp bolt (b) .
2. Adjust the angle of the brake lever.
3. Retighten the bolt of the brake lever clamp .

Note Ensure that the brake lever is parallel to the grip when a full brake is applied and you can hardly pull the lever closer to the grip.

Adjust the Suspension Fork

The suspension fork can move up and down to increase your comfort and improve your control of the ebike over bumps and uneven surfaces. Depending on a rider's weight or preference, preload (suspension fork spring compression) can be adjusted. Adding preload will make the suspension stiffer and reduce energy loss, which can be better for heavier riders or those who prefer a stiffer, more efficient ride. Subtracting preload will make the suspension softer, which suits better for lighter riders or those who prefer maximum cushioning from bumps on the riding surface.



To adjust the resistance of the suspension fork, follow the steps below.

- a. Turn the adjustment knob to lock/unlock the lockout lever.
- b. Adjust the resistance by turning the adjustment knob lockout lever clockwise or anticlockwise.
 - To make the suspension fork softer, subtract resistance by turning the adjustment knob anticlockwise.
 - To make the suspension fork stiffer, add resistance by turning the adjustment knob clockwise.

Note The suspension fork should be properly adjusted according to your weight and terrain. If you are unsure of the appropriate preload of the suspension fork, seek help from a qualified mechanic.

OPERATION INSTRUCTION

Power, Throttle & Pedal Assist


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Throttle on Demand

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Power, Throttle & Pedal Assist

Power On/Off

- Long press the  button for 2 seconds to power the eBike on or off.
- When powering on the eBike, the display and rear light will be illuminated automatically.
- The eBike will be powered off automatically after a few minutes of inactivity.

How the Throttle Works

You can push the throttle to propel the eBike forward without pedaling. If you release the throttle, the motor will stop supplying power as a backup.



Throttle on Demand

With throttle on demand, you can engage the bike's throttle even from a complete stop. This feature is designed to provide an extra boost when necessary, such as on steep hills or when approaching multiple stop signs. However, we highly recommend pedaling first and using the throttle as a secondary option to ensure stability and readiness.

How the Pedal Assist System Works

You can engage the PAS while pedaling, and it will call up assistance from the motor to help propel the eBike forward. If you stop pedaling, the motor will stop supplying power as a backup.

Select Appropriate Assist Level

You can adapt the power output according to your riding needs. When powering on the eBike, the assist level is "0" by default and there is no power assistance while engaging the throttle or pedaling. Once you begin riding, you can press the  or  button to select the appropriate assist level. When your riding speed reaches the speed limit for each level, the motor will no

longer provide power assistance. The power output and top speed of each level are shown in the table below.

Assist Level	Description
PAS 0	No power output.
PAS 1	Minimal power output for maximum battery efficiency.
PAS 2	Low power output for riding long distances.
PAS 3	Medium power output for city commuting.
PAS 4	Strong power output for active riding.
PAS 5	Maximum power output for extreme riding.
Walk mode	Small amount of power output for walking assistance.

- Note**
- When you try and engage the throttle and PAS at the same time, only the throttle works and there is no stacking power from the motor to propel the eBike forward.
 - When pushing the throttle to propel the eBike forward, squeeze the brake lever and the motor will stop providing power assistance.

Throttle on Demand

The throttle on demand feature allows you to apply throttle power when starting from a complete stop. This feature provides an extra boost when tackling steep hills, navigating multiple stop signs, and more. However, we highly recommend pedaling initially and using the throttle as a secondary option to ensure proper stability and readiness.

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Wet Weather

Wet weather impairs traction, braking, and visibility, both for the cyclist and for other vehicles sharing the road. The risk of an accident is significantly increased in wet conditions. In wet weather, extra care is required when riding the eBike.

▲ WARNING Riding in wet conditions involves slippery hands, feet, and riding surfaces, which greatly increases your risk of accidents, serious injury, or death. Low-visibility conditions such as night, dusk, dawn, fog, mist, rain, or snow will compound the risk of injury or death.

If you must ride in wet conditions, taking the safety precautions below can reduce the risk to some extent.

- Stay alert. Ride defensively and expect the unexpected.
- Ride slower to better control the eBike in slippery conditions.
- Brake earlier as it will take longer to slow down than in dry conditions.
- Increase your visibility according to the safety precautions in [“Low-visibility Conditions”](#).

Low-visibility Conditions

Riding at night/dawn/dusk or in other low-visibility conditions such as fog, rain, mist and snow is dangerous. It is harder for a rider to read signs and identify and respond to hazards, and also harder for others to see and avoid you, increasing the risk of accidents, serious injury or death. Slippery and uneven surfaces will compound the risk. Avoid these conditions when possible. Should you have to ride in low-visibility conditions, taking the safety precautions below can reduce the risk to some extent.

- Ride slow.
- Stay alert. Ride defensively and expect the unexpected.
- Avoid dark areas and areas of heavy or fast-moving traffic.
- Wear reflective or light-colored clothing to get the attention of approaching motorists, pedestrians, and other traffic.

- If possible, ride on familiar routes.
- Ensure that the front and rear lights are functioning correctly and unobstructed.
- Ensure that the front and rear reflectors are correctly positioned and securely mounted, and are not blocked by any foreign objects.

Weight Limits

The total maximum weight limit or payload capacity of the eBike, including the weight of the eBike, rider, passenger, clothing, cargo, accessories, and so on, is 440 lbs (200 kg).

▲ WARNING Never exceed the weight limit of your eBike. Overloading may void the warranty and cause the eBike or eBike parts failure or loss of control, and result in serious injury or death.

Safety Guidelines

All users must thoroughly read and understand this manual before using their Velotric eBike. Additional manuals for components used on the eBike may also be provided and should be read before installing or using those components.

Ensure that you fully comprehend all instructions and adhere to all safety guidelines and warnings.

Safety Guidelines

The following safety guidelines provide additional information on safely operating your Velotric eBike and should be closely reviewed. Failure to adhere to these guidelines can result in serious injury or even fatalities.

Ensure that you fully comprehend all instructions and adhere to all safety guidelines and warnings.

You are responsible for familiarizing yourself with the laws and regulations governing the use of this product in your area.

Before Riding

Before your initial use, confirm that the eBike fits you properly. Riding an eBike that is either too large or too small may lead to a loss of control or falls.

Always wear an approved bicycle helmet while riding your eBike. Follow all helmet manufacturer instructions regarding fit and maintenance. Failure to wear a helmet when riding may result in severe injury or loss of life.

Before your first ride, ensure that your eBike is correctly assembled, tightened, and torqued to recommended specifications. Regularly inspect and maintain the condition of all components and hardware.

Verify that the handlebar grips are undamaged and securely installed. Loose or damaged grips can compromise your control and safety.

Off-road riding and EXTREME RIDING

Off-road riding demands close attention, specific skills, and involves variable conditions and hazards. Wear appropriate safety gear, and do not ride alone in remote areas. Check local rules and regulations regarding off-road eBike riding.

DO NOT ENGAGE IN EXTREME RIDING. This includes, but is not limited to, jumps, stunts, or riding that exceeds your abilities. Extreme riding is neither recommended nor permitted and may result in serious injury or death. Bikes and bike components have limitations in terms of strength and integrity, and engaging in extreme riding can damage bike components and lead to hazardous riding situations where you may be seriously injured or killed.

Note Neglecting to ensure proper installation, compatibility, correct operation, or maintenance of any component or accessory can result in severe injury or death.

Following any incident, consider your bike unsafe to ride until you consult with a certified, reputable eBike mechanic for a comprehensive inspection of all components, functions, and operations of the eBike.

⚠ WARNING Failure to appropriately charge, store, or use your battery will void the warranty and may create a hazardous situation.

Prior to each ride, verify the operation of the brake motor cutoff switches. The brake system features an inhibitor that interrupts power to the electric motor when the brakes are applied. Confirm that the brake motor cutoff switches are functioning correctly before riding.

Exercise extreme caution when utilizing the pedal assistance and throttle features of this product. Understand and be prepared for the pedal assistance to activate as soon as you start pedaling.

Users must fully comprehend the operation of the thumb switch throttle and pedal assistance sensors before operating the bike. Exercise caution and travel at speeds appropriate for the area, riding conditions, and your experience level. Always start with the lowest assist level until you are comfortable with the bike and feel confident in controlling its power.

⚠ WARNING Due to the increased weight and speed of electric bikes compared to regular bikes, extra care and attention are necessary while riding.

Exercise additional caution when riding in wet conditions, including reducing speed and increasing braking distances. Wet conditions can lead to slips and, consequently, severe injury or loss of life.

Disclaimer

Do not remove any reflectors.

Do not use this product with standard bike trailers, stands, vehicle racks, or accessories that Velotric has not tested for safety and compatibility and had not confirmed as safe and compatible with the bike.

Any modifications to your Velotric bike that have not been expressly approved by Velotric Bikes may void the warranty and result in an unsafe riding experience.

TROUBLESHOOTING

Troubleshooting
eBike Error Code

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Troubleshooting

Problem	Most Common Solutions
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eBike does not work (No power):

Insufficient power	Charge the battery
Faulty connections	Clean and repair the connectors
Battery not fully seated in tray	Install the battery correctly
Improper turn on sequence	Turn on the ebike with proper sequence
Battery non-functional	Replace the battery

eBike rocks back and forth:

Wobbling fork	Adjust the fork or stem
Gap between stem and stem spacer	Close up the gap
Gap between lower end of head tube & suspension fork	Close up the gap

Irregular acceleration and/or reduced top speed:

Insufficient battery power	Charge or replace the battery
Loose or damaged throttle	Replace the throttle

Motor does not respond when the ebike is powered on:

Insufficient battery power	Charge the battery
Brakes are applied	Disengage the brakes
Throttle not reset	Reset or replace the throttle
Loose wiring	Reconnect or replace the wiring
Loose or damaged throttle	Tighten or replace the throttle
Loose or damaged motor plug wire	Secure or replace the wire

Damaged motor	Replace the motor
Damaged controller damaged	Replace the controller
Damaged PAS sensor	Replace the PAS sensor

Reduced range:

Low tire pressure	Inflate tires to PSI stamped on sidewall
Low battery	Charge the battery
Driving with too many hills, headwind, braking, or excessive load	Assist with pedals or adjust route
Battery discharged for long period without regular charges	Recharge the battery. If range decline persists, contact us through help@velotricbike.com
Brakes rubbing	Adjust the brakes
Faulty, damaged, or aged battery	Replace the battery

Battery will not charge:

Charger not well connected	Adjust the connections
Charger damaged	Replace the charger
Battery damaged	Replace the battery
Wiring damaged	Replace the wiring
Battery non-functional	Replace the battery
Battery overdischarged	Replace the battery
Ambient temperature below 41°F (5°C) or above 104°F (40°C)	Keep the battery in an environment with an ambient temperature of 50°F to 77°F (10°C to 25°C) for at least 1 hour

Wheel or motor makes strange noises:

Loose motor cable connection	Reconnect the cable
Damaged wheel spokes or rim	Repair or replace the spokes or rim

Damaged motor wiring	Replace the motor
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Charger indicator flashes red while charging:

Charging abnormality	Unplug the charger and contact us through help@velotricbike.com .
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Display does not show speed or shows wrong speed:

Damaged wiring	Replace the wiring
Wrong wheel diameter settings	Initialize the settings
Damaged motor	Replace the motor
Mismatched tire	Replace the tire

Front/rear light cannot be illuminated:

Damaged light	Replace the light
Damaged controller	Replace the controller
Damaged Remote (PAS control panel)	Replace the remote (PAS control panel)

eBike cannot connect with device:

Damaged communication module	Replace communication module
Signal interference	Move your eBike

OR you can contact us through help@velotric.bike.com and we will get you back as soon as possible.

eBike Error Code

Your Velotric ebike is equipped with an error detection system integrated into the display and controller. In the case of an electronic control system fault, an error code should display. The error codes in the table below are the most common and can aid in troubleshooting. If your ebike has an error code displayed at any time, it is recommended that you cease operation and contact us through help@velotric.bike.com immediately.

Note The error code will disappear when the error is solved.

Error Code	Definition
21	Abnormal current or damaged MOS tube
22	Throttle fault
23	Missing phase on motor
24	Motor hall fault
25	Abnormal brake
26	Battery undervoltage
27	Overvoltage protection
28	Speed limit protection
29	PAS Sensor fault
30	Communication fault

STORAGE & MAINTENANCE

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Maintenance

Regular maintenance is important to your safety and the longevity of your eBike. Any part of a poorly maintained eBike can break or malfunction leading to an accident. Velotric strongly recommends that you follow a regular maintenance schedule based on normal use. If you ride your eBike more than the time indicated, perform maintenance more frequently than recommended. If a part malfunctions, check and service it immediately, or seek help from a qualified mechanic. If a part has worn or become damaged, replace it before the next time you ride the eBike.

Read and understand the recommendations and the recommended service schedule below

Basics

- Always store the eBike in a clean dry place to avoid rust and damage to the battery.
- If storing your battery for long periods, follow the recommendations in "Battery Storage".
- Clean the frame of the eBike with a damp cloth and mild non-corrosive cleaner. For more detailed information, refer to "Cleaning".
- Do not submerge the eBike in water as the electrical system may be damaged. Be sure to store the eBike under shelter and avoid leaving it out in the rain. For more detailed information, refer to "Storage".

⚠ WARNING Water damage and corrosion are not covered under warranty.

- Ensure that the tires of the eBike are always inflated to a pressure within the recommended range printed on the tire sidewall.
- Ensure that all components of the eBike are in good working condition before each ride. For more detailed information, refer to "Before Every Ride".
- Service the eBike at regular intervals. For more detailed information, refer to "Recommended Service Schedule".

⚠ CAUTION

- Storage at temperatures above 77°F (25°C) can decrease battery health and overall lifespan.
- Improper storage and/or long-term neglect of the battery can cause decreased capacity, defects, and may void the battery warranty.
- Do not open the battery housing. Otherwise, it can result in damage to the battery or cause serious injury and/or death, and voids the warranty.

Recommended Service Schedule

Weekly Inspection

- Inspect the fasteners for proper torque.
- Inspect the drivetrain for proper alignment and function (including chain, cassette, chainset, and derailleur).
- Inspect the wheel trueness and inspect for quiet wheel operation on (without spoke noise).
- Inspect the condition of frame and its welds for damage.
- Inspect and test the brake pads.
- Inspect the tire pressure.
- Clean the frame with damp cloth and mild soap as needed.
- Clean and lubricate the chain.
- Turn barrel adjuster(s) to tighten the derailleur/brake cables if needed.
- Replace any worn or damaged components.

Monthly Inspection

- Inspect the brake pad alignment and brake cable tension.
- Inspect the shifting.
- Inspect the chain stretch.
- Inspect the brake and shifter cables for corrosion or fraying.
- Inspect the rims and check spoke tension.

- Tighten any attached the accessories (i.e. fenders, racks, reflectors) that may interfere with spokes or the drivetrain.
- Lubricate the suspension fork and brakes.
- Clean and lubricate the drivetrain.
- Clean the brake and shift cables.
- True and tension wheels if any loose spokes are identified.
- Replace the brake and shift cables if necessary.
- Replace the brake pads if necessary. Clean the brake and shift cables.
- True and tension wheels if any loose spokes are identified.

Every 6 Months Inspection

- Inspect the drivetrain (chain, chainset, cassette, and derailleur).
- Inspect all cables and housings.
- Standard tune-up by a qualified mechanic is recommended.
- Grease the bottom bracket.
- Replace the brake pads if worn.
- Replace the tires if worn.
- Replace the cables and housings if necessary.

Storage

General Storage

- Remove the battery from the eBike for long-term storage. For more detailed information, refer to “Battery Storage”.
- Keep the eBike stored in a clean, dry, and ventilated environment with an ambient temperature of 50°F to 77°F (10°C to 25°C).
- Keep the eBike stored indoors protected from direct sunlight, high temperature, and water.
- Ensure that the eBike is properly locked up to reduce risk of theft.

A CAUTION

- Snow, rain, road salts, and acids can cause certain parts of the eBike to corrode or deteriorate.
- Ultraviolet light from the sun can fade the paint and can cause rubber or plastic parts to become porous or to crack.
- Exposure to excessively high or low temperatures during storage can cause temporary malfunctions or even permanent defects.
- Storing your eBike in direct sunlight can cause damage to the display.
- Water damage and corrosion are not covered under warranty.

Winter Storage

When winter weather strikes and temperatures plummet, you need to take a few extra precautions to ensure that your eBike is properly protected from the elements. To keep your eBike and battery safe during the winter, keep in mind:

Velotric batteries have Low Temperature Protection Mode.

When the ambient temperature is below 32°F (0°C), your Velotric eBike battery will go into Low Temperature Protection Mode, and the battery will no longer charge. This keeps your battery safe even in below-freezing temperatures.

To exit Low Temperature Protection Mode, keep your battery in a warm environment for at least 1 hour. This mode will be off when the battery temperature reaches 50°F (10°C).

Battery Storage

The eBike battery is the most sensitive component of an eBike and requires additional caution when it comes to storage. Follow the instructions below to maintain the health and longevity of the battery.

- Keep the battery away from water, corrosive materials, and heat sources.
- Do not store the battery with the charger connected or on the eBike.
- Keep the battery stored in a clean, dry, and ventilated environment with an ambient temperature of 50°F to 77°F (10°C to 25°C).
- Keep the battery out of the reach of children and animals.
- Do not lean on, stack anything on top of, or hang anything from the battery.
- Do not expose the battery or battery charger to harsh chemicals or vapors.

⚠ WARNING Overheating of the battery could result in electrical fires or explosions. Always store the battery and charger in a well-ventilated area at moderate temperatures.

- Check regularly and keep the battery charged at a capacity of 60% to 80% during long-term storage.
- Recharge the battery when its capacity has dropped below 60%.
- Disconnect and remove the battery from the eBike and place it in a flat and dry place for long-term storage.
- With dielectric oil applied to the connector ends to repel moisture, the risk of corrosion decreases.
- Do not expose the battery or the charger to shocks such as falling.
- Do not store the battery upside down.

Cleaning

- Wipe any dirty painted or plastic parts with a soft, damp cloth and neutral cleaners. Carefully dry the parts with a clean, soft, and dry cloth after cleaning.
- Wipe the surface of the display with a soft cloth dampened with clean water. Do not use any cleaners or spray liquids on the surface of the display.

- ⚠ CAUTION**
- Do not wash your eBike with water, as water may enter the electrical system, resulting in personal injury or malfunction of the eBike.
 - Do not grease or use a greasy cloth to wipe down the electrical connectors, brake pads, wheels, tires, or plastic parts.
 - Do not use a pressure washer as this can force water into the electrical components.
 - Do not use harsh cleaners to wash the components, which may cause materials to deteriorate, change color, distort, scratch, and so on.

Parking

The eBike is heavier than bicycles without motor support and improper parking may result in tip over, serious injury or death. Follow the instructions below when parking the eBike.

- Park in accordance with local rules and regulations, especially in a public place.
- Park indoors whenever possible. If you have to park outdoors, do not leave the eBike unsheltered in rainy or wet conditions for an extended period of time and move the eBike to a dry place soon afterwards until it dries out. When any eBike is exposed to wet conditions, a more frequent maintenance schedule is needed to prevent rust and corrosion and to ensure all systems work safely.
- Avoid parking or storing your eBike in direct sunlight, which can cause damage to the display.
- Do not park or store your eBike in excessive heat, such as inside a parked car on a hot day. Always store your eBike within this temperature range: -4°F to 140°F (-20°C to 60°C).
- Switch the power and any lights off to save battery power. Remove the key from the eBike and ensure the battery is locked to the frame or use the key to remove the battery and keep it safe.
- Park the eBike where an electric socket is available, if possible.
- Keep the eBike parked in a safe area away from children, animals, and vehicles.
- Keep the eBike parked on a level surface so it won't tip over.
- Keep the eBike away from water, corrosive materials, and heat sources.

SPECIFICATIONS

Specifications

Model	Velotric Fold 1
Motor Hub	48V 750W, 60 Nm
Battery	BTVZ8005 46.8V 13Ah 608Wh UL2580 Certified 18650 Cell
Charger	54.6V 2.0A Velotric eBike smart charger, UL Certified, operates on 100V-240V AC power outlets
Controller	48V, FOC, Max speed: 20 MPH
Front Light	12V DC Velotric standard front light 60 LUX
Rear Light	12V DC Velotric standard rear light Brake highlight
Throttle Assist	Trigger-control, removable
Pedal Assist	5 Levels
eBike Weight	63 lbs
Max load capacity	440 lbs
Water Resistant	IPX6

SUPPORT INFO

Support Info

For additional support, contact the Velotric technical support team through help@velotricbike.com. Please include the following information when contacting Velotric.

- Owner name
- Contact information
- Order number
- Purchase channel
- Product model
- Frame number (bottom bracket)

WARRANTY POLICY

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Limited Warranty Terms

All Velopower, Inc. eBikes (the “eBike”), and their individual Covered Components (as defined herein), are protected against all manufacturing defects in material or workmanship for one (1) year after receipt of the eBike by the customer (the “Warranty Period”). This Limited Warranty is only applicable to United States eBike purchases (purchases in Canada and the European Union shall be subject to their respective warranty terms) and in accordance with the following terms:

- Only the original owner of an eBike purchased from Velopower, Inc.’s online or physical storefront is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the eBike and shall end immediately upon the end of the Warranty Period or any sale or transfer of the eBike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the eBike.
- The Limited Warranty is expressly limited to the replacement of a defective lithium-ion battery (the “Battery”), frame, forks, battery, motor, motor controller, LED display, throttle, brake, front light, rear light and charger (each a “Covered Component”).
- The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

Notice

Velopower, Inc. will revise our warranty terms in response to market performance and user requirements. Please refer to the most current warranty information available on our website. (<https://www.velotricbike.com/pages/warranty>).

This Limited Warranty Does Not Cover

- Normal wear and tear of any Covered Component (as mentioned above).
- Consumables or normal wear and tear parts (including without limitation tires, tubes, brake pads, cables and housing, grips, chain and spokes).

- Any damage or defects to Covered Components resulting from failure to follow instructions in the eBike owner’s manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the eBike as sold, operator error, water damage, extreme riding, stunt riding, or improper maintenance. For the avoidance of doubt, Velopower, Inc. will not be liable and/or responsible for any damage caused by use, speed unlock, hardware or software modifications, failure or loss caused by any unauthorized service or use of unauthorized parts.
- The Battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.
- Any products sold by Velopower, Inc. that is not an eBike.

DETERMINING WHETHER DAMAGE OR DEFECT TO AN EBIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF VELOPOWER, INC.

Credit Card Chargebacks

If any eBike purchase becomes subject to a credit card chargeback for any reason, and you still have the eBike in your possession, please be aware that this Limited Warranty will be temporarily invalidated until the credit card chargeback issue has been fully resolved.

Shipping Damage

Damage to a Covered Component during shipping is not covered by this Limited Warranty, but Velopower, Inc. will replace such damaged Covered Components if you:

- Notify Velopower, Inc. of a Covered Component damaged in the shipping process within thirty (30) days of your receipt of the eBike;
- Provide Velopower, Inc. with a dated picture of the damaged Covered Component;
- Return all original packaging and paperwork included with the eBike;
- Note any immediately recognizable damage prior to signing off on the shipment on the shipper’s Bill of Lading.

Shipping damage claims are very time-sensitive and it is your responsibility to immediately inspect the eBike for damage upon receipt.

If you choose to set up your own shipping method, such as use of a freight forwarder or other similar service, Velopower, Inc. will not replace any Covered Components damaged during such shipping processes.

The warranty policy might be updated or revised without notice, please visit www.velotricbike.com to get the latest version of the warranty policy.

**BECAUSE
IT'S FUN.**

Contact

Website: www.velotricbike.com

E-mail: help@velotricbike.com

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