

enocob Warranty Card

Part	Coverage	Warranty
Electric Bicycle	The good performance of mechanical and electrical parts of the electric bicycle	6 months
Motor	Motor phase loss or damage; demagnetization or detachment of the magnetic steels; distortion of the axis or other quality defects beyond repair. Water damage is not covered by the warranty. Other failure caused by quality issues is covered by part replacement within 12 months.	24 months
Electric Parts	Controller, Charger, Sensor, Electric Brake Lever, LCD/LED Display Front Light, Rear Light, USB Cellphone Charger.	12 months
Battery	Battery discharge capacity drops to $\leq 60\%$, charge/power failure, indicator light failure, abnormal noise/heat dissipation due to quality issue. Water damage is not covered by the warranty.	24 months
Other Parts	Frame, Throttle, Rear Racket, Suspension, Front Wheel, Front Fork Kickstand, Brake Pump, Brake, Bottom Bracket, Chainwheel, Crank Stem, Saddle Tube, Battery Casing, Rims, Hub, Shift Lever, Derailleur, Handlebar, Flywheel, Head Parts, Foldable Clamp.	12 months

Warranty Disclaim:

1. Beyond warranty period.
2. Damage caused by force majeure.
3. Unauthorized repair, misuse, impact, ignorance, abuse, accident, modification, or other improper use of the product, or damage to the frame serial number.
4. Failure to present valid purchase proof (invoice), or non-compliance of proof, record and product.
5. Failure to maintain the product properly as per the instructions on the user manual.
6. Non-performance related noise or vibration on rotating parts like paddle, hubs, turning system, suspension, flywheel, etc.
7. Corrosion, colour fading or painting chipping on painted surface of the frame and parts due to sweat, impact, friction or other exterior factors, or improper storage or long-term usage.
8. Usage beyond instruction, e.g. acrobat, stair climbing, jumping, stunt performance to cause part or performance failure.
9. Frame distortion or crack caused by overload, impact or misuse.
10. Wearable parts, e.g. the inner and outer tires, saddle, chain, bell, brake disc, brake cable, handlebar sleeve, cable clamp, and free tools and accessories.
11. Battery charge capacity variation caused by ambient temperature change, battery over-discharge, plump or damage due to exterior factor, water leakage, charge with an unauthorized charger, unauthorized modification or disassembly or damage to battery structure.
12. Removal of labels on the charger and controller. Broken of the keys in the keyhole or loss of the key is not covered by the warranty.