User Manual

SPORT.

hyper Sonic

hyper Sonic
With LFC
(Light/fender/carrier)

SMARTMOTION electric bikes

Congratulations for purchasing a Smartmotion electric bicycle!

Please read this guide fully BEFORE using your electric bike.

Contents

In the **Hypersonic** box you will find the following items:

1. Smartmotion electric bicycle
2. Battery charger
3. 2X Pedals
4. 2X keys for battery lock
5. Front wheel barrel shaft
6. Front light*
7. Front mudguard*

*For the bike with LFC.

Model: _____ *Dealer:* _____

Serial Numbers: _____ *Purchase Date:* _____

Check for damage

- ☐ Frame & Fork
- ☐ Rims
- ☐ Cables & connections

Lubricate

- ☐ Chain
- ☐ Derailleur
- ☐ Seatpost

Adjust and Tension

- ☐ Spokes
- ☐ Gears
- ☐ Seat
- ☐ Reflectors
- ☐ Handlebars, Stem, Grips
- ☐ Brakes
- ☐ Cranks & Motor Axle
- ☐ Wheel Axles
- ☐ All Fasteners

6 Weeks/200km

Date: _____

Shop: _____

Mechanic: _____

6 Months

Date: _____

Shop: _____

Mechanic: _____

12 Months

Date: _____

Shop: _____

Mechanic: _____

24 Months

Date: _____

Shop: _____

Mechanic:

2. Assembly Instructions

It is highly recommended that a trained and quali□ed bicycle mechanic assembles your bike. Your bike is 85% assembled in its carton, and the following steps must be taken to ensure it is ready and safe to ride

To Prepare

We recommend that you familiarise yourself with the bike parts before assembling. Gather all required tools. Be sure to work in a clean, dry space with plenty of room. You might wish to lay down a tarpaulin or old blanket to protect the bike during assembly. You may □nd it helpful to stand the bike frame on a block or sturdy box under the battery housing to work with it in an upright position. Please watch the balance when installing wheels.

Do not activate the brakes until the bike is fully assembled. Squeezing brake levers while calipers have no disc rotor between them can damage the brakes.

1. Unpack

Break the seal and lift the two □aps on the top of the box. Remove the recyclable protective materials □rst, then carefully lift the Hypersonic upwards from the carton (this is best done by two people). Carefully proceed to remove all of the protective materials, and rest the bike on its fork. We recommend that the Hypersonic is inspected for shipping damage or defects before further setup progress is made.

Please pay attention to the hub side caps when removing the front wheel protectors, which may be left on the front wheel protectors.

2. Front wheel

Prepare and inspect the thru-axle supplied with your Hypersonic. Ask a friend to carefully lift the bike up by the handlebars and lower the forks onto the front wheel, making sure to guide the brake rotor into the calliper. Once the wheel is in place, put the axle nuts in the left side of fork insert the thru-axle from the right side. Use 8mm allen key to tight the axle, the correct torque should be 10-12 N·m

Note: if you are not well trained in cycle assembly, this procedure must be checked by a cycle technician.

3. Mudguard *

Install the front mudguard and front light on the fork. Take off the bolt from the front fork, put the front mudguard hanger mount on the inside of the fork then put the front light bracket on. Put the bolt through the fork then fasten the bolt with a 5mm allen key.

* For the bike with LFC

4. Handlebar and Stem

The stem connects the handlebar to the fork and front wheel, and it is very important that these bolts are tightened correctly. Loosen the top screw and two clamp bolts on the rear side of the stem, and ensure that the handlebar is perpendicular to the front wheel. Hand-tighten the top screw to 12Nm secure the position, then fasten the two clamp bolts to 8Nm. Finally, loosen the four clamp bolts at the front of the stem, adjust the handlebar position as required, and tighten the four bolts to 5 – 8Nm.

5. Front light*

Loosen the front screw of the stem with 2pcs 4mm alley key, install the front light bracket into the stem, and fasten the screws to 6Nm. Finally connect the light cable.

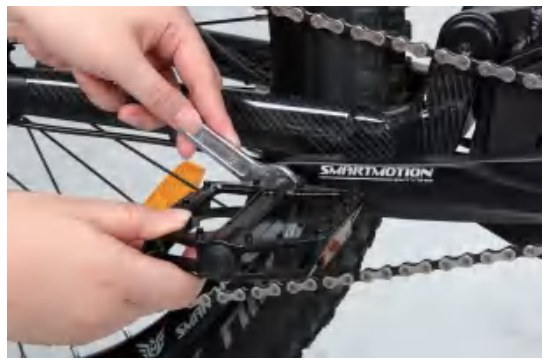
* For the bike with LFC

6. Seat

Release the seat post clamp lever and set the seat post height to the position which is suitable for you to comfortably reach the ground when you are sitting on the bike, then refasten the seat post clamp. The maximum height should be within the max height markings on the seatpost.

7. Pedals

Attach the pedals to the cranks, paying attention to the markings on the axle. The pedal marks inside showing side, L means left and R means Right.
Note: the pedals have opposing threads – screw in the left pedal counterclockwise and screw in the right pedal clockwise. Instal L pedal counterclockwise and the right pedal clockwise.



3. Safe Riding Recommendations

1. Please observe traffic regulations, and don't lend your bicycle to anyone who is unfamiliar with it. The bicycle can legally only be used on the road by a person aged 14 years or over.

2. If you are in a country where wearing a cycle helmet is not compulsory, we still strongly advise you to always wear one. If you are unfamiliar with cycling, we also advise you to attend a cycle proficiency course prior to using it, or gain advice from your local SmartMotion dealer. Your e-bike is not a toy and should be considered a serious mode of transport.

3. As with all bicycles it is important that you stay within safe limits. If you feel you are traveling too quickly for the road conditions you probably are, so slow down! High speed will increase forces in the case of an accident and increase the possibility of injury.

4. Test your brakes prior to using the bike every time you use it and remember the bike will not stop as quickly in wet or icy conditions as it would on a dry road.

5. Check the tyres, rims, pedals, stem, cables, chain, etc for general condition regularly.

6. A rider is very difficult for motorists and pedestrians to see at dusk, at night, or at other times of poor visibility. If you must ride under these conditions, check and be sure you comply with all local laws about night riding; follow the rules of the road. Take the following additional precautions: make sure that your bicycle is equipped with correctly positioned and securely mounted reflectors, wear light-colored, reflective clothing and or accessories (any reflective device or light source that moves will help you get the attention of approaching motorists, pedestrians and other traffic). Make sure your clothing or anything else you are carrying on your bicycle doesn't obstruct a reflector or light. Ride slowly when conditions demand you to do so.

7. If a rear child seat is □tted, ensure that the seat is installed heeding the seat manufacturer's safety instructions and that the combined weight of the seat and child do not exceed the load capacity of the Smartmotion bike's rear rack, and that the child is no heavier than the listed maximum carrying capacity of the child seat product. Before use, ensure that the child is securely fastened.

8. You must not leave the bike unattended or use the kickstand to stand the bike without your support when a child is in the rear seat as the bike could tip over and cause serious injury.

9. Make sure the rear suspension underside of your seat is out of reach of your child to avoid finger injury.

10. Your bicycle must be returned to your servicing dealer or bicycle/motorcycle mechanic after six weeks or 200km of riding (which ever comes □rst) to re-tension the spokes. Then every six months or 1000km (which ever comes □rst) for a general service and thorough inspection. Failure to do this can void your warranty due to unnecessary wear.

Pre-ride Checklist

- ☐ Please make sure the brake lever sequence is correct for your country before riding. In UK, NZ and Australia the left brake lever is for rear brake and the right brake is for the front brake. In all other countries it is the other way: left for front, right for rear.
- ☐ Check the tyres for any visible damage.
- ☐ Check tyre pressures are 40-60psi(275-410KPA), and adjust ifnecessary.
- ☐ Check for any loose nuts, bolts, or fixings.
- ☐ Check brake functions, cable tension, pad clearance, etc.
- ☐ Check all electronic functions are ok (functions detailed later in this manual).
- ☐ Check the reflectors are in place and the lights are working (detailed later in manual).

Torque Settings

Check bolts are tightened according to the following recommendations before you set off for the first time.

a.	Brake Disc bolts	6-8N.M
b.	Seat angle clamp bolt/s	Refer to markings
c.	Crank bolts	45N.M
d.	Gear shifter bolts	4N.M
e.	Rear carrier bolts	8N.M
f.	Mudguard bracket nuts/bolts	8N.M
g.	Rear wheel axle	10-12N.M

Quick release axles. Measured torque not typically used. Common industry practice is resistance at lever half way through swing from open to fully closed.

For all other nuts/bolts, the torque depends on the thread diameter:

M4	2.5-4.0N.M
M5	4.0-8.0N.M
M6	6.0-9.0N.M

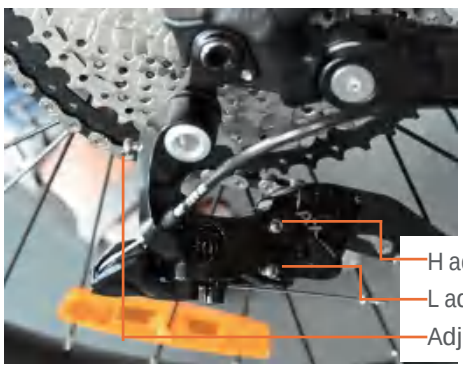
4. Maintenance & Adjustment

For basic adjustment, tools Required

- Allen/Hex Key Set: 8mm, 6mm, 5mm, 4mm, 3mm, 2.5mm
- Philips Screw driver
- Shock pump

1. Gear Adjustment

Adjust the cable tension Adjustment Bolt to align guide pulley with the centre of the cogs (setting this in gear 5 or 6 is easiest). Low adjustment: In 1st gear check and if necessary, turn the L adjustment screw so that the guide pulley moves to a position directly in line with the largest (1st gear) sprocket. High adjustment: turn the crank arm while gear shifting the derailleur to move the derailleur to the top gear position, and then check and if necessary, turn the H adjustment screw to adjust so that the guide pulley is in line with the outer line of the smallest sprocket when looking from the rear. Turn the crank arm to set the derailleur to the low position.



2. Bike setup

It is important to set up your bicycle up for both safety and comfort, failure to do say may result in fatigue or injury.

Set the seat height:

- Sit on the saddle
- Place the heel of your foot flat on the pedal (with crank in the lowest position)
- Adjust the seat height so your leg is fully straight.
- Once height is set, move your foot so the pedal is under the ball of your foot, check that your leg has a slight bend at the knee.

Important! Do not extend the seatpost past the Minimum insertion mark. Doing so may result in frame/post failure. Serious injury may be caused. If in doubt contact your local Samartmotion retailer for advice.

Tyre pressure:

Check tyre pressure before every ride. Ensure pressure is kept between the limits found printed on the side wall of the tyre.

3. Lubrication

Once a month lubricate all pivot points on your derailleur and the derailleur pulleys with suitable chain lube.

Every three months lubricate the brake lever pivots, gears and chain with suitable oil.

4. Brakes

Brakes should be □rm and privide good stopping power. Like a car, it is important to regularly (recommended yearly or if brakes feel soft and spongy) bleed brakes to remove air bubbles from the system.

For adjustment and bleeding of hydraulic disc brakes, see brake manufacturers instructions.

5. Fork & Rear Shock Adjustment

Your Hypersonic is equipped with a rear shock and fork which works by both air and coil resistance. For proper setup, you must use a shock pump (not included) to tune the fork and rear shock to the correct pressures and settings for your pro□le and riding requirements. This is best done by your Smartmotion dealer.

5.1 Fork

To adjust the fork pressure, remove the air valve cap found on the left side of the fork crown. Connect the shock pump and in□ate to desired pressure. The correct pressure can be found by applying your bodyweight to the handlebars (without bouncing) so that the fork sags. The O-ring marker displays the maximum sag, so adjust the fork pressure until the O-ring sags around 40mm (30%). You can adjust the compression by turning the black lever on the right side of the crown, and the rebound by turning the red knob underneath the fork.

5.2 Rear Shock

To adjust the shock pressure, connect the shock pump to the shock and in□ate to the desired pressure. The correct pressure can be found by sitting on the saddle, where the shock should sag 30% as indicated by the O-ring marker. Adjust the shock pressure until approx. 30% sag is indicated. Adjust the compression by turning the blue lever, and the rebound by turning the red knob.

Do not in□ate the fork or shock beyond the maximum indicated pressures and ensure that enough pressure is in the fork and shock before every ride. It is recommended that you service the fork and rear shock periodically to ensure a long product life.

5.3 Pressure Adjustment

Fork : minimum 70 psi / maximum 200 psi
Shock: minimum 120 psi / maximum 200 psi

6. Cleaning your electric bike

Warm soapy water and a cloth can be used to clean the frame of your bike, but care must be taken not to immerse any of the electrical components; they are rainproof but cannot be immersed in water. The motor can be cleaned with a soapy cloth, but also must not be immersed in water. The battery should be cleaned separately with a damp cloth, then dried afterwards. Note: in salty conditions it is essential to clean and lube your bike regularly. Do not clean your electric bike with high-pressure water from a hose or power-washer.

7. Other Maintenance

Your bicycle must be returned to your servicing dealer or bicycle/motorcycle mechanic after six weeks or 200km of riding(which ever comes □rst) to re-tension the spokes. Then every six months or 1000km(which ever comes □rst) for a general service and thorough inspection. Failure to do this can void your warranty due to unnecessary wear and tear.

Excluding the electronic components, your Smartmotion e-bike uses regular bicycle components which are subject to proper care and maintenance requirements. Lubrication, adjustments and replacement consumables such as brake pads are available from authorized Smartmotion dealers, where a full consultation should be available.

The electric drive system is maintenance free and has self-diagnostic codes that will be displayed on the LCD console (detailed later in this user guide) should anything go wrong. Again, speak to your dealer should any issues arise.

5. Main Specifications
HyperSonic

FRAME	27.5” soft tail aluminium frame, 16”/18”/20” size options
FORK	Smartmotion 140mm travel air suspension fork with rebound and air lockout adjustment.
SHOCK	Exaform 588RL 190x50mm air shock,50MM travel with rebound and lockout.
HEAD SET	Integrated bearing tapered.
HANDLE BAR	Alloy MTB Handle bar 780*22.2*31.8, 6 degree.
STEM	Front load 28.6x50x31.8mm,H=45MM.
SEAT	Smartmotion VACUUM SADDLE.
SEAT POST	31.6x350mm alloy.
BRAKE	Hydraulic Brake with rotors.
CHAINWHEEL	18T narrow wide alloy, 170mm crank.
CHAIN	X11 Sport NP/NP 11/128"*116.
CASSETTE	LTWOO 11-50T 11-speed cassette.
FRONT HUB REAR HUB	Alloy double sealed bearing @15*13G*36H*110W Alloy four sealed bearing @12*13G*36H*148W
SPOKES	SDL SUS304 Black Stainless 13G.
RIM	MT MTSC35D Black aluminium 27.5*13G*36H.
TYRE	Schwable Nobby Nic 27.5x2.6” MTB tyre.
DEREAILLEUR	ltwoo RD-A11-X CS50T 11-speed derailler and shifter.
MOTOR	MOTINOVA Volans Plus mid-drive 250w with CANBus.
OPERATION	Torque sensor with two Smart mode,throttle for option.
DISPLAY	Multifunction full color LCD system including cadence rpm, speed, avg speed, max speed, trip, battery level,Tempreture of motor and battery.
BATTERY	36V 16Ah/575Wh Frame-integrated with CANBus.
LIGHT *	Integrated front and rear light powered from the main battery.

* For the bike with LFC.

6. Do's and Don'ts

✓ Do treat your ebike like any bicycle you would want to last well… keep it stored somewhere secure and away from the weather elements.

✗ Don't treat your ebike as a dirt-bike! The motor and battery are weather proof, but not water-tight. It is ok in rain, but not to ford streams, etc!

✗ Never take your ebike on the beach as salt water and sand will drastically shorten the lifespan of many of the ebike's components (motor, gears, wiring connections, etc).

Note: Your warranty is void if evidence of salt, sand, or water damage are present within the components.

Important: If you live very close to the sea, you should keep your bike indoors when not in use. This will ensure the longevity of your ebike and its subcomponents and will help streamline maintenance and care duties.

✗ Don't power up the throttle while the eBike is held stationary. Motor operation for more than a few seconds while the wheel is locked/stationary can damage the motor and controller.

Important: Your bike will arrive with the battery partially charged. You should connect the battery to it's charger before using for the first time. It's also best to fully use all of the battery capacity for it's first use. However "top-up" charging the battery between these intervals is ok.

Note: The Voltage Meter displayed on the LCD may represent lower values when the motor unit is under load(on hills, etc), this is normal. Battery capacity readings are most accurate when the bike is idle and not under load or use.

✓ Do take extra care on the road as you will be travelling faster than you normally do on a bike and your bike is now power-assisted, so will behave differently.

✓ Do return your eike to the Smartmotion dealer where pruchased for service and maintenance.

✗ Don't let others ride your eBike unless you have properly explained safe and appropriate use to them.

✗ Don't use your charger outdoors. It is for indoor use only.

✗ Don't attempt to open the motor or battery should your system malfunction, or for any other reason. Anti-tampering labels are applied to both the motor and battery units and breakage of the seals will void the Limited Warranty -

✓ Do make sure you charge the battery according to recommendatuons dound in the battery care guide.

✓ Do top up your battery where practical. Lithium batteries prefer shallow discharge patterns. Keeping your battery topped up between rides will prolong the life of your battery.

✓ Do disconnect your battery from the charger when it is charged. Leaving it connected permanently when not in use will shorten cell life.

✓ Always charge your Smartmotion battery in a safe and isolated space, away from combustibles and in a well-ventilated area. Ensure airfolw is available
a well-ventilated area. Ensure airfolw is available

✗ Never leave a fully discharged battery uncharged for more than a week. Doing this causes irreparable damage to your battery and is a listed exclusion in the Limited Warranty.

✗ Don't leave your battery for more than 3 months without checking it's capacity and top-up charging it where needed.

Note: A Smartmotion battery neglected for a prolonged period of time causes exponential voltage loss and associated cell damage. This will void the battery's 2-year warranty. It is to your advantage to properly care for your battery and is the most valuable component on your samrtmotion ebike.

Important: Ebike batteries can be dangerous! Lithium Ion batteries contain a vast amount of electrical and chemical energy which is stable within the scope of normal usage and care. Long-term deviation from the recommendations detailed in the Battery Care Guide can expose your battery and surrounding property to risk of combustion. While extremely unlikely that whis occurs, precautions must be taken by the owner to ensure that all associated risks are mitigated through careful and proper use.

7. LCD Display Panel Controls

Your display is easily controlled with 4 buttons located on your handlebars 

Power On/Off

Press to start the display and power up the bike. To turn off, press and hold the button for 2 seconds.

Note: the display will power off after 5minutes without use.

*Turn Light On/Off **

Click button to toggle the light on/off.

Pedal Assist

Pedal Assist is controlled with the buttons. Press to turn the assist up, and Press to turn it down.

Smart Assist Mode

Double press to toggle between Normal and Smart modes. Normal mode has 5 levels of assist available.Smart mode has 2 levels :Tour(T) and Sport(S). Smart modes combines RPM,speed and torque input data to actively adjust the ratio of human power to motor assist so that the rider can focus on riding, while the bike adjusts the desired level of assist.

Sport mode: Engages up to 100% motor output via dynamic power assist. Suitable when you need max power for steep terrain.

Tour Mode: Engages up to 75% motor output via dynamic power assist. Suitable for longer rides where terrain is easier

USB Charging

Press and hold SET and to enter USB charging mode, it will show USB icon when USB charging mode is on.

Walk Mode

Press and hold down for at least 3 seconds when not pedaling to enter walk mode. The bike will then slightly accelerate up to 6kph to assist you when walking the bike up a steep hill.

You could use throttle to enter walk mode too when not pedaling. Walk mode reach the top speed 6KPH at the smallest gear.

Night Mode/White Screen

With the display on, press and hold for 3 seconds to enter the dim black background (night mode). Press and hold for another 3 seconds and it will flip to a white background.

* For the bike with LFC.

Setup

Press and hold SET for 2 seconds to enter the setup menu.

Touch SET to select the menu.

Use ↑ and ↓ to change the value.

Touch SET again to choose the “Save & Exit” option to finish the setup.

Average Speed, Max Speed

Click SET to change between displaying range, average speed and max speed.

Sleep Mode

If the bike remains stationary for 5 minutes, the LCD automatically powers down.

Error Code Display

If there is something wrong with the electronic control system, the display will show the error code automatically. Should you receive an error code, contact your local dealer for advice.

Before contacting service center check all plugs for loose connections.

Code	Description	Solution
10	Over Current Protectiton	Recovery In 5 Secs
11	Low Voltage Protectiton	Charge Battery
12	Over Voltage Protectiton	Change Battery
13	Stalling Protection	Reset
14	Over Heat Protectiton	Wait 30Mins
15	NTC Fault	Contact Service
16	Speed Sensor Fault	Replace Sensor
17	Torque Sensor Fault	Contact Service
18	Motor Hall Fault	Contact Service
19	BMS Check Fault	Replace Battery
20	PBU Check Fault	Replace PBU
21	HMI Check Fault	Replace Display
22	Lack Phase	Contact Service
23	Cadence Sensor Fault	Contact Service
24	Throttle Fault	Replace Fault
25	MOS Short Circuit	Contact Service
26	Bus Voltage Abnormal	Replace Battery
27	MCU Fault	Contact Service
28	Circuit Fault	Contact Service
29	TE MCU Fault	Contact Service
30	TE Circuit Fault	Contact Service
40	Over Current Alarm	Stop for a while
60	Up Button Fault	Replace Button
61	Down Butten Fault	Replace Button
65	Power Butten Fault	Replace Button
70	Communication Fault	Contact Service

8. LCD Display Panel

Motor Tempreature

Shows current tempreture of motor

Power Meter

Shows how much power the motor is using.

Speedometer

Large display of your current speed. You can toggle between average and max speed also.

Cadence

This outer ring lights up to show you your Pedalling RPM (Cadence).The color of ring will change with current cadence to show motor efficiency.

Trip Meter

Displays the distance you have travelled from when you last reset the meter.

Pedal RPM

Shows your current pedalling RPM in numbers.

USB Charging

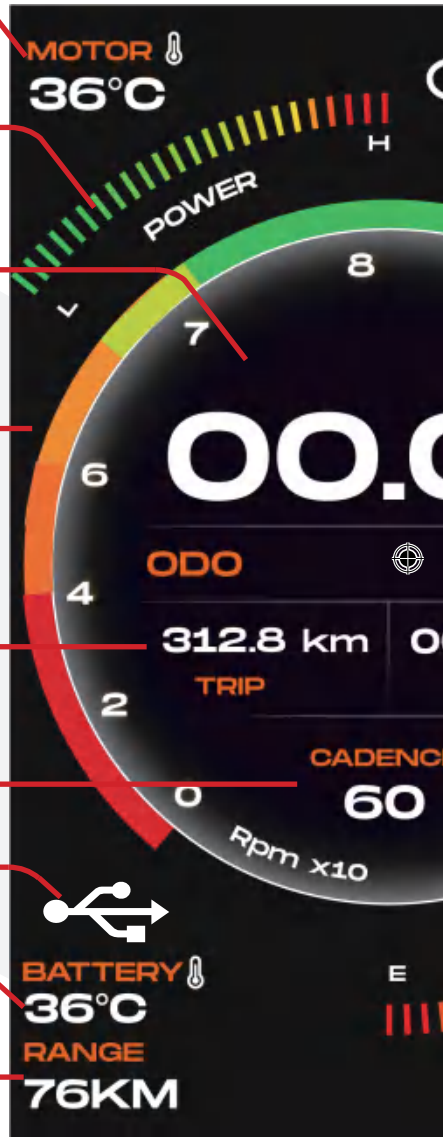
Shows USB charging mode is on.

Battery Temperature

Shows current temperature of motor

Range

Calculates the approx. number of assist kilometres remaining.



8. LCD Display Panel

Light Mode

Displays if the lights* are switched on.
*For the bike with LFC.

Power/Assist

Displays the selected assist level.
1 – 5: incremental assist modes
T: Tour mode S: Sport Mode
Both T and S mode are Smart mode.

Odometer

Displays the total distance the bike has travelled.

Ride Time

Elapsed ride time.

Battery Indicator

When the battery is full all battery segments are colorful. When the battery is low the bars will turn to grey and red.

Battery Level

Shows current battery percentage.

9. Battery Instructions

Charging your Battery

You can charge your battery while it is mounted on the bike, or separately. Safe charging practice is covered in the Battery Care Guide.

Plug the assembled charger unit into the outlet, lift the rubber grommet out of the charging socket and connect the charger. Do not be alarmed if electrical sparks appear, this is normal.

The light on the charger will display a red color LED light. This remains red while charging, and turns to green when the battery is fully charged. Once a desired capacity is reached, disconnect the charger and turn the outlet switch off.

Battery Removal

The battery is secured by double lock. To remove the battery, you need to insert the key and turn.Then turn the lever clockwise and pull the battery down off the tube.

Note: Before loading the battery, please make sure the key lock is in unlocked position.To secure the battery, please turn the key clockwise after loading the battery.

Battery Capacity Display

The capacity display button is found on the top of the battery unit. When single-pressed, the LED will display a coloured light for 4 seconds, indicating the approximate battery capacity

Green :over 80% battery capacity
Yellow: 20%-80% battery capacity
Red: under 20% battery capacity

Connections

All ebike components (sensors, controller, etc) on the SmartMotion bikes have isolating marine-rated plugs, so, should you damage a component, replacement is easy. Take the bike to your local dealer and they will order a replacement part.

10. Warranty

WARRANTY

Your Smartmotion bike is covered by the following limited warranty

FRAME	3 YEARS
MOTOR	2 YEARS
BATTERY	2 YEARS
CONTROLLER	1 YEAR
OTHER COMPONENTS	1 YEAR
RIDER WEIGHT LIMIT	100 KG
CARGO WEIGHT LIMIT	25 KG
COMBINED WEIGHT LIMIT	125 KG

Definitions

“PRODUCT” means any individual component, subcomponent, assembly,or complete unit that has originated from or is a Smartmotion electric bike.

“WARRANTOR” means the licenced Smartmotion Bikes importer in the country of sale.

“PURCHASER” means the purchaser, consumer, or end user of the PRODUCT by way of purchase, gift, or prize from an authorized dealer.

Limited Warranty

SMARTMOTION BIKES (“WARRANTOR”) warrants that each Smartmotion PRODUCT will be free from defects in quality, material and workmanship from TWELVE (12) months to THIRTY-SIX (36) months (refer to the warranty schedule for details) from the date of the first retail purchase of the PRODUCT. The Limited Warranty is referred to herein as the “Limited Warranty”. The PURCHASER’s sole and exclusive remedy under this Limited Warranty for defects in the PRODUCT shall be the repair, replacement or credit/refund arrangement, at the WARRANTOR’s sole discretion, of the defective PRODUCT, or subcomponents thereof. By purchasing the PRODUCT, the PURCHASER is deemed to accept the terms of the Limited Warranty. The validity, construction and performance of the Limited Warranty shall be governed by the laws and regulations of the respective country in which the product was sold.

Exclusions

1. This Limited Warranty will be automatically and immediately null and void if the serial number of the PRODUCT is altered, erased, defaced or otherwise subject to any tampering.

2. This Limited Warranty will be null and void and the WARRANTOR will have no liability or responsibility with respect or relation to exclusions which include but are not limited to:

a. The failure to properly assemble, use, maintain, store, or transport the PRODUCT as specified in any manuals or other literature supplied by WARRANTOR, on WARRANTOR’s website, or in accordance with any applicable laws, codes, regulations or standards;

b. The failure to meet the six-month service schedule;

c. Any PRODUCT purchased from any entity other than WARRANTOR, WARRANTOR's OEM (original equipment manufacturer) customers, or WARRANTOR's authorized dealers;

d. Any observed damages, failure, or underperformances observed to the motor or controller units or any subcomponent thereof as a result of or related to the following:

i) Subjecting the motor or controller unit(s) to electrical overload by using the PRODUCT in a way for which it was not intended;

ii) Subjecting the motor or controller unit(s) to electrical overload caused by improper use of the gear train / shifter;

iii) Using the throttle to power the bike from a stationary position;

iv) Submerging the motor unit;

v) Unauthorized modification, tampering or opening of the motor or controller unit;

e. Any observed damages, failure, or underperformances observed to the battery or charger units as a result of or related to the following:

i) Subjecting the battery unit to neglect by leaving it in a discharged state (less than 20% capacity) for a prolonged period of time;

ii) Leaving the charger unit connected to the battery unit for a prolonged period after the battery has fully charged;

iii) Significant impact or other evident damage to the battery or charger units;

iv) Charging the battery in a wet environment or outside;

v) Unauthorized modification, tampering or opening of the battery unit;

vi) Prolonged and unnecessary exposure to rain or sea spray during storage or transport;

vii) Submerging the battery or charger unit(s);

viii) Using any charger unit other than a correct original or replacement Smartmotion charger unit;

ix) Gradual decline of battery capacity that falls within the expected capacity decay schedule (appended in the BatteryCare Guide which has not been affected by (i)

f. Any failure of the PRODUCT or any subcomponent thereof occurs where the combined weight of rider and cargo using the PRODUCT have exceeded 125kg;

g. Any subcomponent, part or accessory of the PRODUCT that has failed or has sustained damage where there is evidence of corrosion, rust, exposure to salt water, spray or air, or other deterioration of surfaces due to improper care, maintenance and/or storage;

h. Any damage inflicted to the PRODUCT or subcomponent that may have been caused by irregular or substandard aftermarket components installed on the PRODUCT;

i. Alteration, change or improper modification of the PRODUCT, including its subcomponents, parts or assemblies;

j. Cosmetic issues, such as scratches, chips or colour deviations;

k. Accidents, neglect, misuse, abuse, improper use, lack of reasonable or proper maintenance, improper assembly, repairs improperly performed, improper replacement parts, use exceeding the recommended and permitted limits of the PRODUCT, or not following the warranty procedure set forth herein;

l. Damages sustained to the PRODUCT due to activites including but no limited to acrobatics, stunt riding, ramp riding, Downhill,competitions / racing, large jumps, or otherwise reckless riding for which the PRODUCT is not designed for;

m. Part or full failure of the PRODUCT or its subcomponents that are subject to normal wear or deterioration which include but are not limited to:

(i) Chain, gear or sprocket wear;

(ii) Bearing wear including that of hub, motor and drive train component assemblies;

(iii) Brake pad, fluid, seals and disc wear;

(iv) Tyre and tube wear

(v) Handgrip, pedal, and saddle wear;

(vi) Battery capacity decay;

n. Any damage or loss inflicted to foreign components, accessories, items or other assembly affixed or installed on the PRODUCT that is not a native subcomponent of the PRODUCT which has occurred as a part of or related to a claim herein otherwise;

o. Any expenses related to the transportation of the PRODUCT to or from an authorized service centre, labour costs to remove parts from the PRODUCT, compensation for loss of use while the PRODUCT is being repaired, or provision of a substitute electric bicycle while the PRODUCT is being repaired;

p. Any defect or non-conformity that has not been timely and promptly communicated in writing to WARRANTOR or WARRANTOR's authorized representative as set forth herein;

q. Any damage, loss or expense caused by unforeseen events or force majeure;

r. Loss of time, loss of use, inconvenience, loss of pro□ts, lost business, lost business opportunities, damage to reputation, goodwill or any incidental or consequential damages arising out of or relating to the PRODUCT, or other matters not speci□cally covered hereunder.

s. Use of the PRODUCT as a rental or leased bicycle or for any other commercial use (i.e. a bike used for commercial deliveries) shall render the Limited Warranty immediately null and void.

t. Any damage in□icted to the PRODUCT or its subcomponents during transport or otherwise as a result of:

(i) Improper or inadequate packing of the PRODUCT for transit;

(ii) Intentional further damage in□icted by continuity of riding or use;

(iii) Third-party transport contractor mishandling (i.e. courier drivers / vehicles)

PROCEDURE OF WARRANTY CLAIM

In the event of any alleged fault, malfunction or defect with the PRODUCT or any of the PRODUCT'S subcomponents, the PURCHASER accepts obligation to return the PRODUCT within FOURTEEN (14) calendar days to an authorized representative of the PRODUCT. Whether or not the entire PRODUCT is submitted or not, the submission of the bike or subcomponent must be accompanied by:

a) The unaltered frame number, or photograph of the frame number, of the PRODUCT;

b) The serial number of the relevant subcomponent if required by the WARRANTOR;

c) Full proof of purchase clearly displaying the PRODUCT(S) purchased and the date of purchase;

To complete a valid claim, the PURCHASER must:

1. Contact the place of purchase, or other authorized dealer, distributor, or manufacturer of the PRODUCT to report the claim, and await instruction as to the method of submission. The PRODUCT or subcomponents of the PRODUCT relevant to the claim must be surrendered for a claim application.

2. Agree to supply any photographs, videos and/or other relevant information requested by the WARRANTOR;

3. Allow up to THIRTY (30) days from the date of submission for the WARRANTOR to provide con□rmation as to the repair, replacement or other remedy that the WARRANTOR has deemed appropriate, unless the WARRANTOR advises of a longer time frame in advance. The PURCHASER must allow additional time for transit of the PRODUCT or its subcomponents. The WARRANTOR cannot be held responsible for delays caused by any force majeure incidents while the product is in transit.

NO TRANSFER OF LIMITED WARRANTY

This warranty is made by the WARRANTOR with only □rst PURCHASER of the PRODUCT via an authorized dealer. The limited warranty does not extend to any subsequent PURCHASER or any third parties. The unexpired portion of this Limited Warranty may not be transferred to any entity.

IMPORTANT NOTE

Your Hypersonic is designed for Cross-Country (XC) riding. This includes o□-road trails of moderate di□culty and intensity. While the parts on the Hypersonic are designed for o□-road riding, any claim made against damage to parts where there is evidence of excessive force / extreme riding will not be accepted.

* Product images are for illustrative purposes only and may not necessarily re□ect the actual componentry on the bike.

REASON TO RIDE

SMARTMOTION electric bikes

www.smartmotionbikes.com