

SAMEBIKE RS2

L-05001.01



SAMEBIKE

Owner's Manual

2019

V1.1

www.samebike.nl

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Thank you for your purchase of a Samebike eBike.

We appreciate your business and we hope you thoroughly enjoy riding your new eBike.

If you need any assistance please do not hesitate to reach out to us.

Contact Information

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Warning

Read this entire manual before assembling or using your new electric bike. Do not modify, disassemble, or replace the original electrical components on your bike. Doing so will invalidate your warranty and could put you in danger. Riding any kind of bike comes along with some risks which can't be predicted or avoided. Taking proper care of bike components can lower the risk of sudden failure of components but can not prevent it. These sudden failures could cause serious harm, injury, or death to the rider. If you notice abnormalities in any component on the bike, please take it to a licensed mechanic to be repaired or replaced immediately. Samebike assumes no liability for harm, injury, or death of the rider.

This manual is not intended as a detailed service or repair manual. Seek assistance from your local bike shop mechanic at a reputable bike shop with all the proper certifications and qualifications.

The Samebike RS2 can stand up to most rain showers without sustaining damage. However, the bike and its mechanical and electrical components are not waterproof. We do not recommend storing or using the bike in wet conditions if it is not absolutely necessary. The warranty for the Samebike RS2 does not cover water damage.

For technical assistance or warranty claims contact Samebike at (+31) 6 3837 1452 or email at info@samebike.nl

Unboxing

Getting Started

Congratulations on your purchase of a brand new Samebike RS2 eBike. Your bike comes in the box 100% assembled. The instructions that follow are intended to serve as a guide in unboxing and getting familiar with your new bike. The bike may require adjustments upon being received and unboxed, as shipping can sometimes be bumpy. **We recommend seeking professional help from a licensed bicycle mechanic who can then help with future maintenance and repair.**

What's in the box:

1. Samebike RS2 eBike
2. Samebike RS2 eBike charger
3. 2 Battery keys

Before riding your bike, remove everything from the box and make sure everything listed above is present. If anything is missing or damaged, contact Samebike eBikes immediately for assistance. For video instructions on how to unfold your bike visit our youtube page: Samebike eBikes.

Folding and Unfolding the Bike

The Samebike RS2 comes to you fully assembled so all you have to do is ensure everything is properly secured, unfold the bike, and then you can get riding! The Samebike RS2 folds in the center of the frame as well as at the handlebars.

Handlebars

1. To unfold the bike, start with the handlebar clasp.
2. Unlock the safety lock by pushing the clasp down firmly.
3. Once the safety clasp is unlocked, press to switch the stem.



Folding the frame

1. To fold the bike frame, release the small lever and release the hinge. Now push it upwards. You hear the unlocking of the safety lock. Grab the handlebar stem and rear end of the bike while standing near where the battery is located. Lift the bike slightly off the ground and swing the bike to its folded position.
2. You can use your knee to push harder until it bends. Now you can fold the frame.

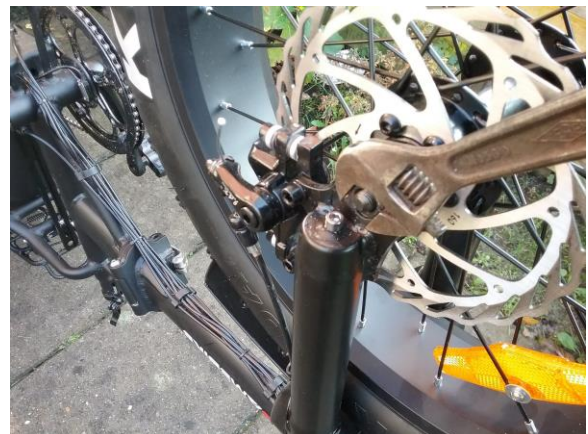


3. To unfold the the bike frame, grab the handlebar stem and rear end of the bike while standing near where the battery is located. Lift the bike slightly off the ground and swing the bike to its unfolded position. Use your knee to give it more push. Push up the small lever until you can slide it into position and close the hinge.



Assembling the frontwheel

The frontwheel comes separately packed inside the box. Carefully remove the packaging from the frontwheel. Open the lever and remove the frontnut. Ensure, the brake rotor, goes into the kaliber in between the brakepads, and the axel enters the fork dropouts. Ensure the fork dropouts are fully seeded on the axel and the wheel is centered. Tighten the thumbnut until you feel resistance and do the same on the other side. Now tighten the nuts with a wrench with the recommended torque value.



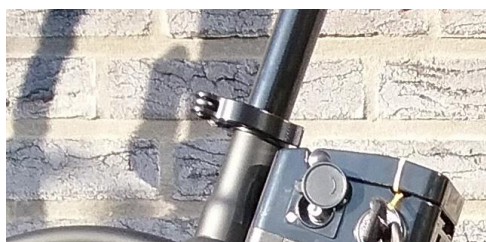
Pedals

1. To fold the pedals push them inside, then fold back against the crank axle.
2. Unfold them by pulling the pedals towards you.
3. Ensure you hear the pedal lock into place once in the folded and unfolded position.



Preparing to Ride

- **Ensure all components are properly secured before riding otherwise serious harm or death could occur. This includes but is not limited to: pedals, handlebars, handlebar clamp, cranks, seat, and seatpost clamp.**
- Make sure you can't twist the seat or stem out of alignment by hand.
- Check to see if your saddle is positioned at the proper height. Sit on the saddle facing forward and place the ball of your foot on the pedal at its lowest point. Your leg should be mostly straight at this point with a slight bend at the knee. You should be able to pedal the bike without overextending your leg when the pedal is at its lowest point. Your legs may be overextended where it causes your hips to move side to side which means the seat must be lowered.
- To adjust your seat up or down, unlatch the seatpost clamp. Move the seat to the desired height and close the seatpost clamp. The open and closed positions of the seatpost clamp are shown below (closed position).



- If you need to adjust the angle of your seat, loosen the nuts on both sides of the seat, move the seat to the desired angle, then tighten the nuts. The nut's location is shown below.



- Ensure all cables and connectors at the front of the bike are securely connected or certain components may not work including the front light, the motor inhibitor switches, LCD display, and throttle. The motor inhibitor switches shut the motor off as soon as the rider hits the brakes. **If these switches are not operational it will take longer to slow down which in some riding situations could cause injury or death to the rider.**

Recommended Torque Values

It is recommended that fasteners be tightened to the manufacturer's specification found below:

Part	Required Torque (N*m)
Hub	35-44
Reflector	4-5
Disc mounting bolts	6-8
Brake Lever	2-3
Rear Derailleur	8-10
Seatpost	15-17
Saddle	18-19
Pedals	35
Bottom Bracket Parts	38-44
Headset Parts	30-34
Stem	5-6
Handlebars	4

Battery

Operating your battery

Your bike comes with a 36V / 10Ah lithium-ion battery with LG cells. Key operating features of the battery can be found below:

1. Your bike's battery comes with a set of keys that are used to turn it ON/OFF as well keep it LOCKED/UNLOCKED to the frame. Each battery has a unique set of keys.
2. The battery has 3 positions: UNLOCKED, OFF, and ON. These positions are shown below.



3. How to remove the battery. Unlock the lock with the key. Bend the saddle upwards, or remove it. Remove the battery by pulling it upwards. The battery must remain vertical. When you re-insert the battery, accompany it to the end. Do not drop the battery on the base to avoid damaging the controller's sensors.



4. When turning your battery from the UNLOCKED to the OFF position you must PUSH the keys in firmly. In the OFF position the battery will be locked to the frame, but the power will not be active. The charge level of the battery is indicated on the handlebar display. Charging your battery should be at room temperature on a non-combustable and dry surface, away from any source such as heat or moisture.



5. Here are the steps to charge your battery; Step 1 – Turn of the battery. Step 2 – Connect the charger tot the battery, then plug the charger into the power outlet. Step 3 – The LEDs on the charger where turned on as follows; The red light lights up – The battery is charging. The red LED lights up green – The charging process is complete. You can disconnect the charger from the power outlet and the battery. **The keys must be turned to the on position, for your bike to work.**



Keeping Your Battery Healthy

- If you know you won't be using the battery for more than a few days keep it charged at about 75% capacity. The battery will degrade less over time at this charge level than at higher charge levels.
- Periodically check your batteries charge level about once per month and charge back up to 75% if necessary.
- If you want to increase the number of cycles your battery will last for, charge your battery to 100% a few hours before you plan to ride it. For example if you ride the bike one day and the charge level falls to 50% but you plan to use the bike again in a few days, wait until the night before you plan to use it again to charge it up to 100%. When the battery is not in use this is healthier for the individual cells in the long term.

Charging Your Battery

Locate the charge port on the side of the battery. You can charge the battery from this port while the battery is on or off the bike. The battery on the Samebike RS2 comes with almost a full charge. **You should plug your battery in when you first receive it to ensure it is fully charged prior to your first ride.**

- The battery can be charged while attached or detached from the bike.
- You can remove the battery by inserting the key into the lock on the battery. Push the key in firmly and turn counterclockwise (if looking at the bike) to unlock. Remove the key from the battery and slide the battery out of the mount until it is free.
- To lock the battery, insert the key into the lock on the battery. Turn the key clockwise (if looking at the bike from standing next to it).
- Do not charge the battery with chargers other than the charger provided by Samebike eBIKE.
- Only charge the battery indoors in dry spaces which are not excessively hot or cold (Within 10°F of room temperature).
- Ensure there is no dirt or debris near when using the charger.
- The charger will automatically stop charging once the battery reaches its full capacity.
- The light on the charger will be red when the battery is charging and will turn green when charging has finished.
- Avoid leaving the charger plugged in when the battery is fully charged.
- Do not charge the battery if you notice the battery is damaged, excessively hot, leaking, smells, or is discolored.
- Charging the battery should take approximately 4-6 hours if battery is mostly empty.
- Store the battery indoors in a dry space, away from heat or flame sources and out of direct sunlight.

Battery Safety

- Do not submerge the battery in liquid of any kind.
- Do not touch the terminals at the back of the battery.
- Turn off the battery when not in use and before removing from the bike.
- The battery should not be excessively difficult to attach or remove from the battery mount. Do not force the battery to avoid the risk of damage or personal injury.
- Battery charging times may increase with battery age and usage.
- Only grab the charger by the plug and not the cable when plugging and unplugging from the wall.
- If the battery has trouble charging discontinue charging and contact Samebike eBikes immediately.

Lithium Ion batteries can be dangerous. Take care when using and charging your battery. Failure to follow the above guidelines could result in damage to property and/or serious injury.

Operating your new eBike

Make sure you read this entire manual before turning on and operating your eBike.

Now that your eBike is unfolded it is almost time to start riding. The Samebike RS2 eBike is equipped with pedal assist, a twist throttle, and can also be used as a regular bike. To use electric assist, the battery must be charged, inserted into the frame, and the key must be in the battery and turned to the ON position. Check out what is what on your new ebike;



- | | | |
|--------------------|-------------------------------|----------------------------------|
| 1. Wheel | 12. CE Standard Frame Sticker | 23. Accelerator handle |
| 2. Cassette | 13. Battery | 24. LCD Display |
| 3. Rear derailleur | 14. Battery lock | 25. Front Led Lighting |
| 4. Chain | 15. Seatpost | 26. Rear Light with Stop Light |
| 5. Plateau | 16. Saddle | 27. Brake lever |
| 6. Engine | 17. Frame hinge | 28. Joystick speed |
| 7. Crankset | 18. Frame / Aluminum 6061 | 29. On / off command button |
| 8. Pedal | 19. Steering column hinge | 30. Frame serial number |
| 9. Brakes | 20. Handlebar | 31. Serial number Battery |
| 10. Fork | 21. Steering column | 32. Serial number Engine |
| 11. Luggage rack | 22. Headset | 33. Mudguards |

Cockpit Tour

Before learning about how to operate your new eBike, it is important you know where all of the important controls are located. Below are photos showing where key controls and features are on your eBike.

Cockpit Instruments

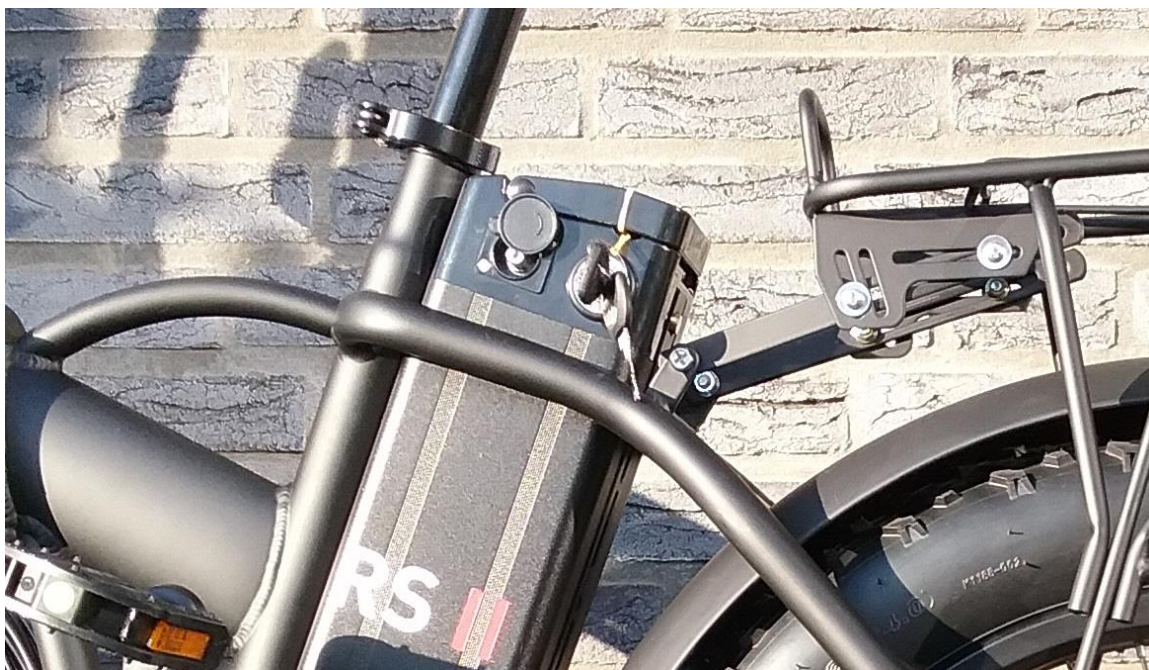


Location	Component
1	Brakes
2	Horn
3	LCD Display
4	Shimano gear shifter
5	Half twist throttle

Your First Ride

To use your electric bike:

1. **Ensure your battery is fully charged before your first ride.**
2. If the battery is not already inside the bike, slide it inside the mount and lock it in position. Make sure the battery is all the way down the rail. Once the battery is secured, insert the key into the battery. The location of the key port is shown below.



3. Push the key in firmly and turn the key clockwise to lock the battery to the bike and turn it to the ON position. You will not be able to remove the keys from the battery in this position.

Note:

- **Make sure to push the key in firmly to be able to turn the key to the ON position.**
- **The key has to be inside the battery and turned to the ON position in order to operate the bike. In this position you will not be able to remove the key from the bike.**



Mode button

4. Hold down the **mode button** on the LCD screen for 3 seconds , then the display comes on.
5. Select a level of pedal assist using the up and down arrows on the display. Pedal assist level 1 is the lowest level of assist and pedal assist level 5 is the highest level of pedal assist. Level zero will provide no assistance.
6. The right handlebar features a twist throttle. To operate the throttle, ensure the pedal assist level is set above 0, then twist the throttle back slowly according to how much speed and acceleration you want to achieve. The farther you twist the throttle from its resting position, the more power propels the bike forward. When the bike is at a complete stop, turn the display off. This will ensure that the motor will not activate until the display is turned back on and the rider is ready to go. **(Note: Exercise extreme caution using the twist throttle. When at a complete stop with the bike turned on, be careful not to twist the throttle unknowingly or the bike could throw you off balance and cause serious harm, injury, or death.)**
7. To turn on the headlight, press and hold the up arrow on the display for 3 seconds. The battery must be inside the bike when it is in its unfolded position in order for the headlight to work.

Front and Rear Lights

The Samebike RS2 comes with fully integrated front lights. Please use these lights when riding at night or in low visibility situations. To turn the light on, hold the up button on the display until the light turns on. To turn the light off repeat. The backlight contains a standalone battery and is operated by a button on the backlight itself.

Operating Safety

Before riding the bike for the first time ensure that you have read and understood this manual. Make sure you understand how to turn on activate the pedal assist and throttle. When first riding the bike take care to start slowly in a low level of pedal assist. Take your first ride in a safe area away from cars, other bikers, pedestrians, or other potentially dangerous obstacles. Only move up pedal assist levels when you feel comfortable and you have ample experience riding the bike. The higher pedal assist levels will accelerate you to higher speeds more quickly. Take care when riding the bike at any speed. **Failure to adhere to warnings and guidelines in this manual can lead to serious harm, injury, or death.** Damage sustained by the bike from failing to follow instructions, guidelines, and warnings in this manual is not covered under warranty.

6 Speed Gear System

The Samebike RS2 comes with a 6 speed Shimano freewheel (Note: the freewheel is the cluster of sprockets on the rear wheel of the bike). This allows the rider to maintain a comfortable level of effort and pedaling speed throughout different terrains. For instance, while pedaling in lowest gear (the largest sprocket), it will be easier to pedal up hills. In the highest gear (the smallest sprocket), the rider will be able to reach higher speeds on flat or downhill terrain. 1st gear is the lowest gear of this drivetrain while 6th gear is the highest gear. Use the thumb shifter on the right handlebar to shift gears up or down. To shift up press the lower button. To shift down push the lever on the top of the shifter. See the photo below.



Do not change gears too quickly as doing so could cause the chain to fall off and the rider to lose control, which could result in serious injury. If the chain falls off, turn the bike off before fixing the chain. If you do not and the motor turns on, you could sustain serious injury.

Mechanical Disc Brakes

The Samebike R2 is equipped with mechanical disc brakes to ensure that you can stop quickly even at high speeds. The brakes are engaged by squeezing the brake levers towards the handlebars. This pulls the brake cable which closes the brake caliper. The brake caliper then makes contact with the brake rotor which is attached to the bike wheels. The more you squeeze the brake lever the more force will be applied and thus the faster the bike will slow down. The left brake lever activates the brake on the front wheel and the right brake lever activates the brake on the rear wheel. The right brake lever should always be applied before and while the front brake is also being applied.

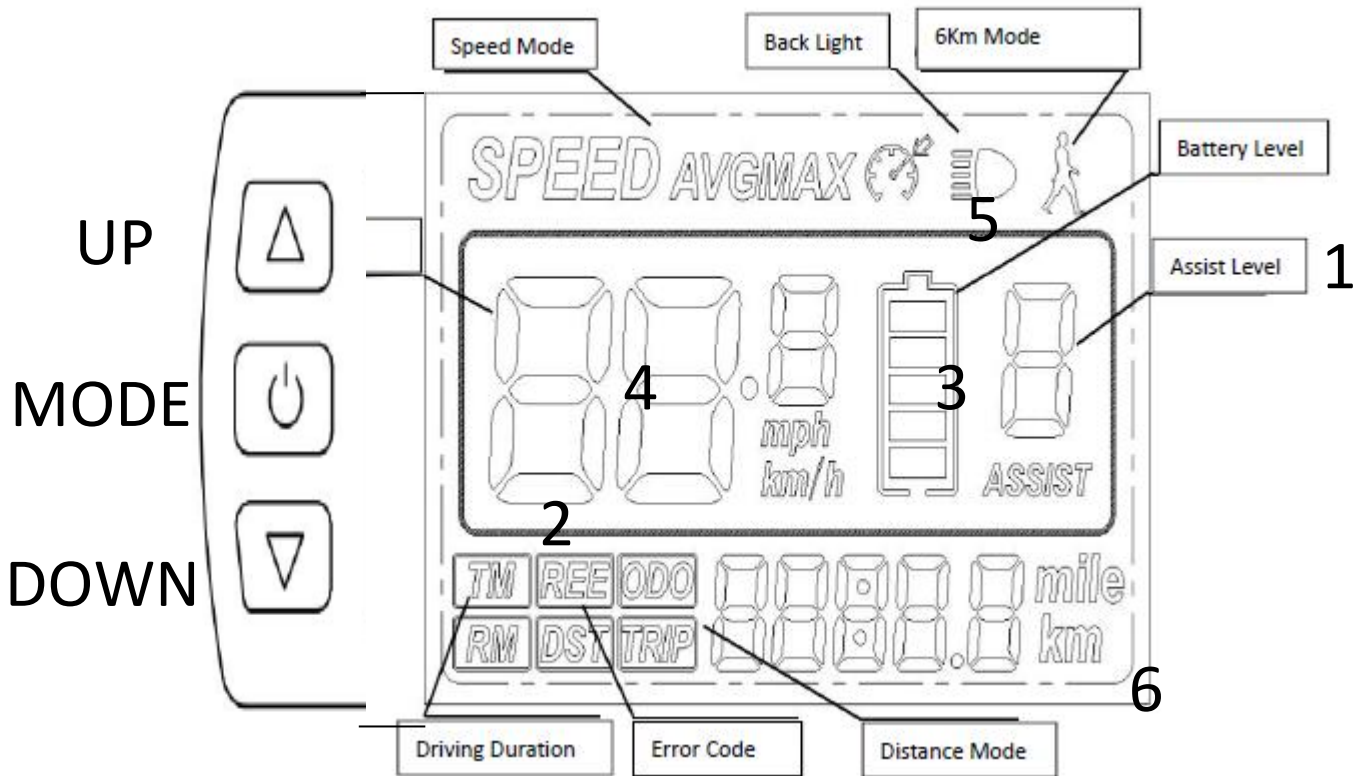
If only the front brake is applied while slowing or stopping quickly, the rider may be ejected over the front handlebars. This could result in serious harm, injury, or death. To avoid this, always apply even pressure to both brakes when slowing down or stopping quickly, the rider may be ejected over the front handlebars. This could result in serious harm, injury, or death. To avoid this, always apply even pressure to both brakes when slowing down or stopping.

Before riding, ensure the brake lever does not touch the handlebars when fully applied. If it does, screw or unscrew the barrel adjuster to increase tension in the brake cable. If this does not fix the problem, take the bike to an experienced bicycle mechanic for further adjustment.

Note: Disc brake rotors will become hot during use and will stay hot for a short period after use. This is due to the high amount of friction between the brake pad and the rotor. Ensure you do not touch the disc rotor right after use.

Contact Samebike eBikes if you have ANY questions regarding the operation of your Samebike eBike.

LCD Display Functions / Presentation of Screen



Display Readouts

Location	Description
1	Pedal assist (PAS) Level Indicator
2	Odometer, Trip A, Trip B, Voltage, Current, TM readouts
3	Battery level indicator bar
4	Speedometer in MPH or KM/H
5	Light On/Off Indicator
6	Mile and kilometer indicators

Operating the LCD Display

Turning the bike ON/OFF	Hold the mode button until the display turns on
Increase Pedal Assist Level	Press up arrow button
Decrease Pedal Assist Level	Press down arrow button
Turn ON/OFF front lights	Hold the up arrow button for 3 seconds until lights turn on, repeat to turn off
Toggle Odometer, Trip A, Trip B, Voltage, Current, Trip timer (TM)	Press and let go of the mode button

When the bike has not been used for 10 consecutive minutes the display will automatically shut down. The pedal assist and throttle features will no longer work when the display is turned off.

Display Settings

To change display settings hold the up and down arrows simultaneously to enter into the advanced settings menu. In this menu clicking the mode button will toggle between each numbered setting. To adjust the value of each setting click the up and down arrows accordingly.

Setting	Function	Default	Explanation
P01	Brightness	1	Backlight display brightness. The darkest level is 1, the brightest level is 3.
P02	Distance Units	1	Distance Units. 0: KM; 1: MILE.
P05	Power Assist Level	5	Change the default power assist from 5 to 9 levels.
P08	Speed Limit	25	Speed limit. Range is 0-100. The input data here represents the

			<p>maximum operating speed of the vehicle: for example, input 25 indicates that the maximum operating speed of the vehicle will not exceed 25km/h; The drive speed is maintained at this set value. The max value allowed is 32. Anything above this will not be recognized. Error: ± 1km/h</p>
P10	Driving Mode Selection	0	<p>0: assist mode. throttle does not work, only assist. 1: Electrical driving mode. (only throttle works, assist does not work. 2: Both assist and electrical driving mode. (not available if in zero speed start)</p>
P11	PAS Sensitivity	3	<p>Sensitivity of PAS sensor. When set to higher numbers, it will take more crank rotations for the motor to turn on. On lower numbers, it will take little crank rotation to turn on the motor.</p>
P12	PAS Strength	3	<p>Strength of PAS mode. When set to higher numbers, motor will come on stronger. On lower numbers, it will be more gentle.</p>

Ensure you do not change settings that are not listed in the above table. Changing other settings may cause your bike to stop working properly. If you need the default settings for the advanced settings menu, contact Samebike eBikes.

Changing the Top Speed

The Samebike RS2 ships to all customers being capable of a maximum of 15,5 miles per hour (mph) or 25 km/h. This means it is a normal electric bike in Europe and US states that recognize 3 classes of eBikes. In most countries and states that only recognize eBikes generally, the 15,5 or 20 mph top speed is legal for use on public roads. A table detailing each class of electric bike can be seen below.

Class	Pedal Assist Top Speed	Throttle Top Speed
1 (default)	15,5 mph / 25 km/h	Throttle not allowed
2	20 mph / 32 km/h	19 mph with Throttle
3	28 mph	20 mph

You must check your local laws and regulations to determine if it is lawful to ride class 2 or 3 eBikes on public roads before adjusting the bike’s top speed. Laws vary by trail, path, and road so be sure to check in each new location you will be riding.

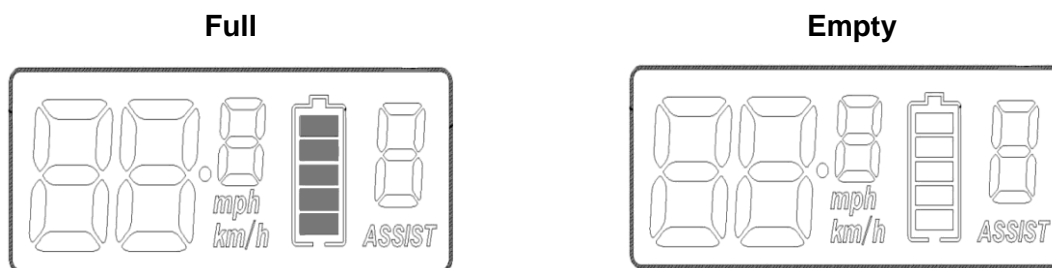
States and countries that recognize 3 classes of eBikes require a label to be placed on the bike denoting the class the eBike falls into, the motors wattage rating, and the top speed the bike will assist up to. Your bike comes as a class 1 bike by default and has a sticker with this information posted on the bike. If you change your bikes top speed you must remove this sticker from the bike and replace it with a class 2 or 3 label detailing the eBike’s class, top pedal assisted speed, and motor wattage. To change the top speed of the bike:

1. Access the settings menu by pressing and holding the up and down arrows on the control pad simultaneously until the screen says "P1".
2. From here you can cycle through settings by hitting the "mode" button and adjust the settings by pressing the up or down arrows.
3. Please go to setting "P08" and change this setting from 26 to 32.
4. Press and hold the up and down arrows on the display until the main screen is shown once again.
5. Power the bike off by holding the “mode” button to save the settings you have just changed.

Congratulations! You can now cruise at speeds of up to 20 mph / 32 km/h on your Samebike RS2! **Exercise increased caution as riding at higher speeds poses an increased safety risk and may result in serious injury or death. Always wear a helmet and obey the rules of the road.**

Battery Capacity Display

In the middle of the LCD display a battery indicator bar can be found which is labeled “energy bar”. This battery indicator shows the estimated charge level left in the bikes battery. As the battery depletes, tick marks will begin to disappear according to approximately how much charge in the battery has been used. The various charge level indicator states are shown below. Note that the battery display will flash when there is no charge remaining.



Kickstand

Do not lean on the bike when it is parked and the kickstand is in use. Doing so will put excess stress on the kickstand and this may cause it to fail, in turn causing harm or injury to person leaning.

Tips When Riding To Increase Range

Extending Range

To get the maximum range out of your bike there are some simple things you can do:

- Ride in a lower level of pedal assist
- Use lower assist levels and pedal when climbing hills
- Pedal when starting from a standstill
- Set your max speed lower than 20 mph on the LCD display

Rough Range Estimates

The range the bike can go on a single battery charge can vary significantly between riders, terrain, wind conditions, user input, and additional payload weight. The following table is a rough estimation of ranges riders should expect in different conditions.

Rough Range Estimate	Conditions
20-30 Km	<ul style="list-style-type: none"> ● Pure throttle use ● Mostly assist level 5 ● Flat ground ● Little to no wind ● Rider weight ~180 lbs ● No additional payload
30-40 Km	<ul style="list-style-type: none"> ● Little use of throttle ● Mostly assist level 3 ● Flat ground ● Little to no wind ● Rider weight ~180 lbs ● No additional payload
40+ Km	<ul style="list-style-type: none"> ● Very little use of throttle ● Mostly assist level 1-2 ● Flat ground ● Little to no wind ● Rider weight ~180 lbs ● No additional payload

Maintaining Your Bike

- Store your bike in a clean dry place
- Periodically clean and lubricate moving parts and keep components tight.
- Clean your bike frame with a wet rag and mild detergent.
- After cleaning ensure lubrication is applied where necessary.
- Ensure your bike tires are always inflated to a pressure within the recommended range printed on the side of the bike tires.
- Before each ride check wires and connections to ensure there is no damage.
- **The Samebike RS2 is not waterproof.** The electrical components can get wet and not sustain damage in most rain showers, but Samebike eBikes does not recommend riding or storing the bike in wet conditions or severe weather. **Water damage is not covered under warranty.**

Safety

Helmets and Local Laws

You are not obligated but always wear a helmet when riding your eBike. Ensure that the helmet fits your head and is securely tightened down. Before riding, read local laws and comply with all rules relating to biking and eBiking in your area. If you attach a seat for children to the bike they must also be wearing a properly fitted helmet at all times.

Pre-ride Inspection

Before each ride, make sure to inspect your eBike to ensure there are no loose fasteners or accessories. Make sure to specifically check that both the front and rear axles are secure. Also make sure both the handlebars and the handlebar stem are not loose. Check the tire pressure of both wheels before riding to ensure the tires are inflated to the recommended pressure printed on the side of the tire walls. Pull the brake levers to make sure your brakes are working properly and adjust if necessary.

Riding in wet conditions

This electric bicycle can stand up to light rain and small splashes, but is not designed to withstand inclement weather, heavy showers, or submersion in water. **Use caution when riding in wet conditions as it will take longer to use the brakes to slow down, and also when turning as the tires may slip. The electrical components on the bike are not waterproof, and water damage is not covered under warranty.**

Riding at night

Riding at night comes with more risks than riding during the day due to decreased visibility so riders are encouraged to exercise increased caution. Before riding at night make sure that reflectors are installed on your eBike. For increased visibility also ensure the front headlight and rear taillight are turned on and adjusted such that other people on the road can see them clearly. Riders should wear bright colored clothing at night if possible.

Max weight

The max weight the bike can safely carry a total weight of 275 lbs / 125 kg.

If the rear rack is attached to the bike the max weight it can hold is 55 lbs / 25 kg.

Therefore if you have a payload that is 55 lbs / 25 kg the maximum rider weight is 220lbs / 100 kg.

Failure to adhere to these weight limits may result in damage to the bike, the rack, or cause serious injury to the rider.

Warranty

SAMEBIKE EBIKES ORIGINAL PURCHASER FAIR USE WARRANTY

SAMEBIKE EBIKES should be operated in accordance with the SAMEBIKE EBIKES User Manual. Samebike eBikes warrants to the original registered purchaser that SAMEBIKE EBIKES shall be free from all defects in material and workmanship for a period of 12 months from the date of shipment, when used for the purpose intended. All other obligations and conditions or liabilities, including obligations for consequential damages, are hereby excluded. Shipping charges are not refundable. This warranty gives you specific rights and purchasers may also have other rights, which vary by country.

Parts covered by the warranty: frame, forks, stem, handlebar, headset, seatpost, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware. The battery warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, normal wear or water damage.

We will replace any parts deemed to have been damaged during shipping. Shipping damage must be reported to Samebike eBikes within a reasonable amount of time after shipment arrival.

Replacement parts will not be sent until photographed proof has been provided to Samebike eBikes. Samebike eBikes may request additional proof such as video and photography to best assist with processing of the warranty claim.

The battery warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, normal wear or water damage.

Wear Items – including the chain, tires, wheels, tubes, brake pads, cables and housing, grips, spokes, are considered a wear item. These item's do wear down and are not covered by warranty. You are responsible for replacing these wear items.

Any unauthorized alterations, tampering or repairs are not covered by this warranty. Warranty return shipping is the responsibility of the original registered purchaser. We may elect to replace the battery charger of the Samebike eBike at no extra cost to you, with the same model or similar model rather than to repair it.

For warranty services, please contact SAMEBIKE EBIKES Online Support by info@samebike.nl. SAMEBIKE EBIKES's or parts returned without proper documentation may be delayed service or denied warranty coverage. Warranty return shipping costs, duty and taxes are the responsibility of the claimant. All unauthorized returns will be refused.

Note that Insurance policies may not provide coverage for accidents involving SAMEBIKE EBIKES. To determine if coverage is provided, you should contact your insurance company or agent. Samebike eBikes reserves the right to change its warranty at any time.