

Amcargobikes

Cargo bike enthusiast since 1992

Use of Lithium battery

- Do not run the battery completely flat
- Also charge regularly when you are not using the bike, for example in winter every 2 months for 3 hours
- Do not leave a fully charged battery in the charger. As this can cause "overcharging" which damages the battery
- Always bring the battery inside after each bike ride. As it must not be stored outside in rain, direct sun, or frost. You also avoid theft risk
- See more on the back of the battery



Battery storage

- If the bike is put away for a longer period (more than 2 months), it is recommended that you follow these tips regarding battery storage:
 - Store dry / maximum at normal room temperature
 - Protect it from moisture and water
 - Store horizontally and in a stable position
 - Protect from extremely hot, cold, or direct sunlight
 - The battery must be fully or partially charged
 - It must be fully charged at least once every two months. It is protection against depth discharge ie. the battery becomes defective due to use / charge

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Short range on a full charge

We always recommend checking the following yourself:

- That your cargo bike rides well without turning the electric motor on, ie. that there is no resistance on the wheels from e.g., brakes
- Are the tires pumped to approx. 60 psi on charge bike / approx. 40 psi disability cycle. See max. tire pressure on the side of the tire
- Lift the wheels off the ground and ensure that the wheels can run freely 2 - 4 turns without stopping if you roll them
- Ensure that the bike generally does not lack oil lubrication of chain, wheel / wheel bearings, cranks, brake springs and that your bicycle has undergone the mandatory post-tensioning (approx. 20 km) and continuous service (every 500 km), preferably by a professional
- You are using the original charger. In case of an error, you may use the charger from for example a PC
- Be sure the battery has not been in minus for several days and has not been dropped
- The display must be set to the correct wheel size (Electric bicycle = 26 ", El long John = 20" Electric handicap bicycle = 24 "). Wheel size stands as the first number (top) when you turn on your display. If it goes wrong, hold down "SET" for approx. 5 seconds and adjust with up and down arrows
- The battery lock is locked while driving
- Batteries wear out like anything else. Expect a battery to last approx. 600-900 recharges or 2-3 years depending on usage and driving. As a battery nears the end of its life, performance will be continuously reduced

Please also note that km is significantly reduced if you drive above the normal level 1-2 (out of 6 dashes on the display) corresponds to engine assistance for approx. 15 km, and does not even make approx. 40% - 50% of pedal power and in hilly terrain

Remember that there is some power left even at the lowest level of the battery. The last line of the battery indicator on the display should flash before it, there is not much left

The life of a lithium battery is also significantly reduced by permanent storage in frost or by permanent charging. See proper storage above

Do you want a battery test by AMCARGOBIKES See "My battery does not work at all"

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My battery does not work at all

- Start by making sure the battery can charge or not. Press the power level indicator on the battery and check how much the battery is charged (the battery must be on)
- If this is fully charged, then the electrical system is likely to cause problems. Here you can check out our "Electrical troubleshoot Guide" under the "Let us help" tab in the top menu. Make sure the battery is properly inserted into the battery box and locked
- Is there no power on the battery?
 - Check that the charger is working. Are the wires fully inserted into the charger?
 - Does your outlet work (try one you know works)?
 - Is it the original battery charger you use and not for example the charger for your PC?
 - If the above is correct, the small bulb in the charger should be green when the battery is not connected but the power is on (as well as when the battery is fully charged) and red when the battery is charging if the charger is not defective

My battery is still defect

Up to 6 months from purchase:

If the battery is up to 6 months old (Invoice date for receipt date at AMCARGOBIKES), i.e. within our extraordinary warranty period, the battery is replaced with a new refurbished battery (after test by AMCARGOBIKES) if there are no external signs of damage or similar are visible and that the charger plug is not defective. Note that swapping can take up to 10 business days, before a new / refurbished battery are shipped. Please contact us in writing before shipping your battery to:

AMCARGOBIKES
Steen Blichers Vej 20,
DK-2000 Frederiksberg,
Denmark

IMPORTANT! Attach a copy of invoice, clear shipping address incl. e-mail and telephone number and description of defective cause. At short range see previous point.

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Up to 18 months from purchase:

• After the end of the warranty period and up to 18 months or at short range (less than 10 km), we offer that the battery and incl. the following:

- Copy of invoice
- Clear sender address incl. e-mail and telephone number
- Add service fee on GBP 49 or Euro 54 or 539 SEK or 399,- DKK
- Description of defective cause

Can be sent to our technicians at:

AMCARGOBIKES / ANDERSEN & MELDGAARD APS

Steen Blichers Vej 20,
DK-2000 Frederiksberg
Denmark

The battery cannot be dropped/delivered in one of our showrooms, as this needs to be tested by our technicians. Also remember to note the battery serial number (stated on the back of the battery) as this is your case number throughout the process.

NOTE: Please do not submit your charger.

Then we send the battery for a battery test. Note the battery test (service charge) has fee. The battery is sent to an objective laboratory control in Germany after check at AMCARGOBIKES. The Laboratory will identify the cause of the defect and make an internal report. This check typically takes approx. 5 to 7 weeks, but sometimes more. Unfortunately, during the period you will have to manage without the electric function on your bike (unfortunately, the battery cannot be rented). Of course, you can buy a new battery. However, a new battery can always be purchased here: <https://amcargobikes.co.uk/product-category/cargobike-battery/>

Please note that should you purchase a new battery it will not be refundable later. As well please note that this is an exceptional service from AMCARGOBIKES. Unfortunately, the purchase law is the consumer's responsibility to detect the defect.

• In the period after 18 months from purchase, we do not offer battery tests, as our experience shows that errors thereafter are largely always due to continuous use, depth charge (lack of use / charge) and or storage errors.

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After battery control (up to 18 months after purchase):

- Defective due to manufacturer fault:

- If there is a manufacturer's fault with the battery, a new renovated battery is delivered, (battery with new battery cells etc.)
- The battery test fee is not refundable
- Defective due to consumer error:

If the battery is defective and it is due to the consumer handling the battery, the right of complaint lapses.

- Self-inflicted causes may be that the battery has been dropped
- Overcharged (charge after the battery is fully charged)
- Stored under wrong temperatures (heat / frost)
- Not charged for more than 2 months (depth discharge)
- Incorrect charger used, etc.

The laboratory report can be presented / transmitted as desired. **Note** that the battery is destroyed at the laboratory and thus will not be returned as opened defective batteries are explosive goods.

o The laboratory report is otherwise for internal use and is not transmitted externally.

o The battery test fee is not refundable