

# Amcargobikes

*Cargo bike enthusiast since 1992*

## Guide to LCD Display Problems / Errors

The LCD display on bicycles, are just as mobile phone screens, exposed to much.

Here are some examples:

- They stand outside in all kinds of weather winter, spring, summer and autumn (some nights without a garage or roofing). You can buy a garage here: [https://amcargobikes.co.uk/?s=garage&post\\_type=product](https://amcargobikes.co.uk/?s=garage&post_type=product)
- They are often exposed to external weight from a package, tools or other items that you carry on the bike
- Torn in by accident
- Pressed on by others than the owner, if they are in a public environments such as train stations.
- Affected by other bicycles that, for example, tip over if they are in public environments
- Maybe tried to dismantle etc.
- And of course used many times often everyday ... and wear off

The display is pressure tested from the factory side and there are almost never factory defects.

However, if the LCD display, for example, is scratched or subjected to external pressure beyond the normal, over-iced and uncovered, there is unfortunately a risk of water penetration.

Therefore, from time to time, we find that LCD Display breaks down. This is of course a pity, but a new one costs only app. 63 £, - as a spare part.

New 9-pin display, available here: <https://amcargobikes.co.uk/product/display-for-electric-cargo-bikes/>

### Moisture / water in LCD display

If you have a display where everything works fine, but there is moisture / water in the display, it is important to know the difference:

Moisture is an expression of the difference between the outside and inside temperature and or humidity.

See example:



Moisture is removed by putting the bike in a good place where it is stable dry and a temperature above 15-18 degrees or place the bike in a warm environment eg. in the sun for one hour (the sun should hit the display).

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## Water

Water in the display is an indication that there is water penetration in the display and that the display is leaking. Display with water in should be replaced as soon as possible.

New for only app. 63 £ (9-pin model), can be purchased here:

<https://amcargobikes.co.uk/product/display-for-electric-cargo-bikes/>

See example:



## Guide to complaints

It is important that this manual is read before submission.

All displays are pressure tested by the factory and there are almost never factory defects on them, so we see very few displays with production errors.

**Submitting the disassembled display please enclosed below:**

- Copy of invoice
- Copy of mail sent to us (email reply from us must be received)
- Clear sender address incl. e-mail and telephone number
- Description of defect
- The possibly defective component

**To be sent to the goods receipt at:**

Amladcykler / Amcargobikes  
Steen Blichers Vej 20,  
DK - 2000 Frederiksberg  
Denmark

Submit only as a package as these can always be tracked via the tracking number.

Submission costs are not covered.