

GOTRAX

ALPINE

ELECTRIC BIKE

USER MANUAL



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Congratulations on your purchase!

This user manual will help you assemble and operate your new electric bicycle. Be sure to read **ALL OF THE INFORMATION** in this manual before riding.

NOTE TO ALL RIDERS UNDER THE AGE OF 18:

It's very important that you get parental permission before riding your electric bicycle.

TOOLS INCLUDED: 3mm,4mm,5mm,6mm Allen wrenches,one each;13-15mm open-end rench;Phillips and flathead combination screwdriver.





Don't Ride Until You Read This:



ALWAYS wear a helmet when riding your electric bike.



Make sure your electric bike has a **full battery** before taking it out to ride.



Always be aware of local road laws, and follow them.



Do not ride the bike under the influence of drugs or alcohol.



Always respect pedestrians.



Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.



To conserve electricity, use assist mode and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people and riding with insufficient air pressure.



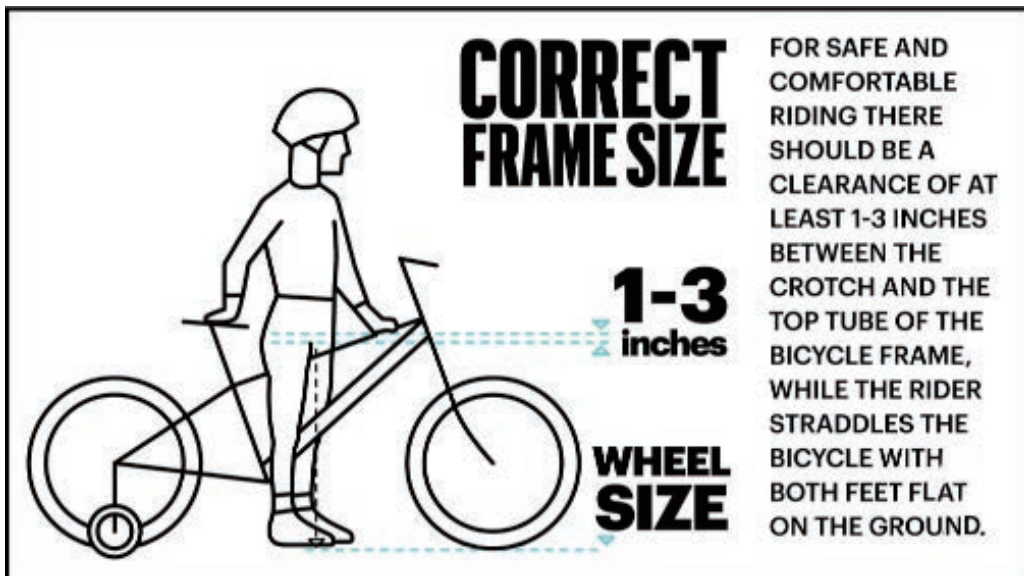
WARNING: Lithium-ion Batteries and/or products that contain Lithium-ion Batteries can expose you to chemicals including cobalt lithium nickel oxide, and nickel, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov



Warning Message

1. **Avoid water** -The electric bike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
2. **Avoid prolonged exposure** to sun or rain and avoid storage in places with high temperatures or corrosive gas.
3. **Abuse** - We do not cover physical damage due to negligent care and extreme riding.
4. **Whenever you ride** the **GOTRAX** Electric Bike ,you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
5. **Do not modify** the product from the manufacturers original design.
6. **Do not exceed** the posted speed limit and obey all traffic laws.
7. **Avoid touching** the charging port directly and do not let it make contact with a metal object.
8. **Keep hands and all body parts away** from moving parts while operating the electric bike.
9. **Before riding** - be sure to check the electric bike over and make sure all components and function are operating correctly before each use.
10. **Before riding** - be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
11. **Before riding** - be sure that any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
12. **Before riding** - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
13. **Never exceed** the 330lbs (150 kg) maximum load rating.
14. **The electric bike should never** be used by children under the age of 16.
15. **Maximum Speed** -Your electric bike accelerates to a maximum speed of 25 mph.

- 16. Make note that additional insurance may be required** to cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
- 17. To conserve electricity,** use assist mode and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people and riding with insufficient air pressure.





Correct
Forehead covered



Incorrect
Forehead exposed

! ALWAYS WEAR A HELMET IT COULD SAVE YOUR LIFE!

A properly fitting, CPSC approved, bicycle helmet should be worn at all times when riding your bicycle. In addition, if you are carrying a passenger (only use an approved child safety seat), and remember, the passenger must also be wearing a helmet.

The correct helmet should:

- be comfortable
- be lightweight
- have good ventilation
- fit correctly
- cover the forehead
- be securely fastened on the rider.

FCC REGULATIONS This device complies with **Part 15 of the FCC Rules**. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the

following measures:

- *Reorient or relocate the receiving antenna.

- *Increase the separation between the equipment and receiver.

- *Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- *Consult the dealer or an experienced radio/TV technician for help.

- Leave it indoor when charging or not riding.
- WARNING - Risk of Fire - No User Serviceable Parts.
- Not intended for use at elevations greater than 2000 m above sea level.

SAVE THESE INSTRUCTIONS

MOVING AND STORAGE INSTRUCTIONS

Prolonged Exposure to UV Rays, Rain and the Elements May Damage the Enclosure Materials, Store Indoors When Not in Use.

IMPORTANT SAFETY INSTRUCTIONS

WARNING - When using this product, basic precautions should always be followed including the following:

- a) Read all the instructions before using the product.
- b) To reduce the risk of injury, close supervision is necessary when the product is used near children.
- c) Do not put fingers or hands into the product.
- d) Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- e) This equipment is not intended to be used at ambient temperatures less than 0°C (32°F) or above ambient temperatures of 40°C (104°F).
- f) The battery is intended to be charged when the ambient temperature is between 0°C (32°F) and 40°C (104°F). Never charge the battery when ambient temperatures are outside this range.
- g) Instructions indicate that charging of the eBike shall only be performed with the manufacturer's recommended charger.

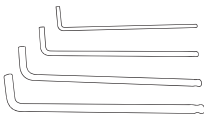


Unpacking and Product Specs

Remove all packaging material, then inspect each item for any accidental damage your box: that may have occurred during shipping. You should find each of item in you box:



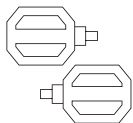
Large wrench



Allen wrenches



Screwdriver



Pedal



Battery Charger



Battery Keys

ITEM	SPECIFICATIONS
Model	ALPINE
Unfolded Dimensions	1910*700*1190mm
Package Dimensions	1510*385*860mm
Max Load Weight	150KG(330lbs)
Max Speed	25mph
Battery	48Vdc 13.5Ah
Battery Specifications	Input 100-240V 50/60Hz AC Plug; Output 54.6Vdc 2A
Max Angle of Climb	15 degrees
Charging Time	7 hours
Tire Pressure	20P.S.I
Bell/Horn Specifications	Bell
Seat	6061 Aluminum Alloy
IP Level	IPX4



Get To Know Your E-Bike

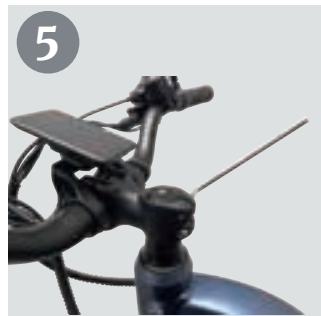
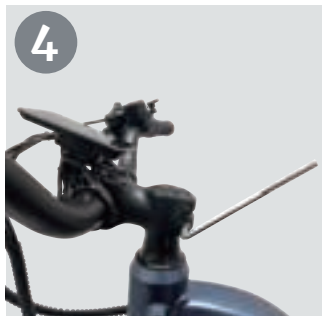
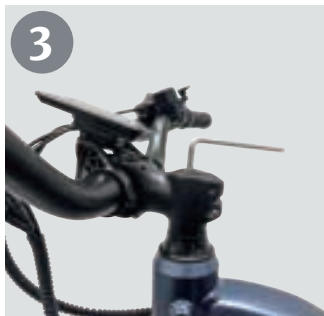




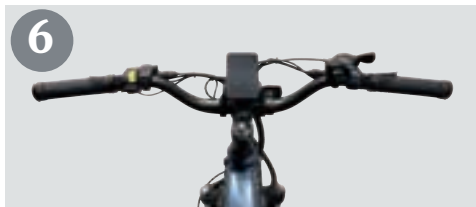
Handlebar Installation



Use a 5mm hex key to turn counterclockwise to remove the stem cap, then insert the steerer tube into the frame's head tube.



After adjusting the handlebar to the desired angle, use the top cap and bolt removed in step one, and tighten the steerer tube top cap first with a 5mm hex key by turning clockwise, then tighten the bolts on both ends of the handlebar.



Finally, ensure the handlebar steerer tube is centered. If not, repeat the above adjustments, and then place the top cap plug on the top bolt.

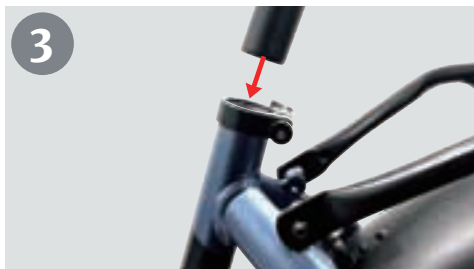
Saddle Installation



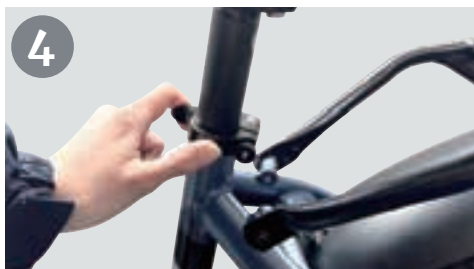
Find the cushion and seat post.



Open the seat clamp quick release;



Insert seat tube and adjust position



Finally, close the seat clamp quick release and ensure the seat post cannot move or rotate after locking (insert up to the minimum insertion mark, check if the saddle is centered).



Pedal Installation

1



Please check the L and R marked pedals.

2



Take a 15mm open-end wrench from the toolbox.

3



Install the right pedal marked with R on the right side and tighten it clockwise with the 15mm wrench.

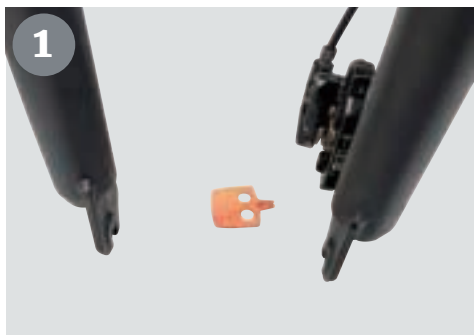
4



Install the left pedal marked with L on the left side and tighten it counterclockwise with the 15mm wrench.



Front Wheel Installation



Remove the plastic inserts from inside the disc brake calipers (note: the inserts need to be inserted back into the disc brake calipers whenever the front wheel is removed)



Remove the protective cover from the front wheel axle, align the front disc brake pad duck with the disc brake rim gap, and then slowly install the wheel onto the fork (note: the spacers on both sides of the front wheel axle need to be on the outside of the hook and jaw)



Lock the nuts on both sides of the front axle with a 15mm open end wrench



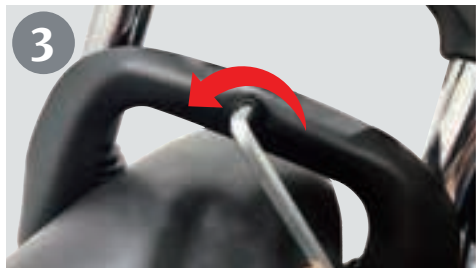
Front mudguard, headlight installation



Find the front mudguard in the packaging box



Use a 4mm hex key to turn counterclockwise to remove the screws from the fork mudguard fixing plate (one on each side).



Use a 5mm Allen wrench to unscrew the screws on the front fork shoulder counterclockwise.



Use a 4mm and 5mm Allen wrench to rotate clockwise to fix the front mudguard bracket on the front fork (Note: Adjust the mudguard and tire spacing, and install the front mudguard together with the front light).

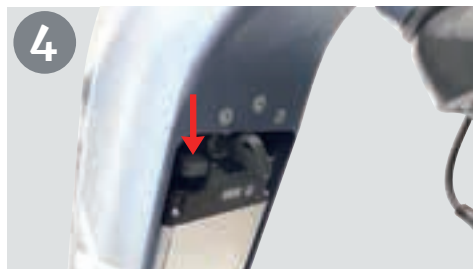
Battery Removal



Slide down the battery cover plate, remove the cover plate, and take out the key from the back of the battery cover.



Insert the removed key into the keyhole, turn the key clockwise to unlock the battery, then press down the second lock on the battery to remove it.



After removing the battery, you can carry the battery to charge it separately, and it is especially important to store the battery when it is not in use



Battery Charging



Insert the output of the charger into the battery and the input into the power supply

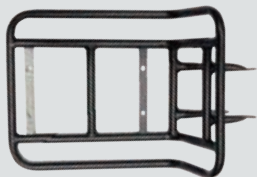


Red light indicates that the battery is currently charging, green light indicates that the battery is fully charged



Front Rack Installation

1

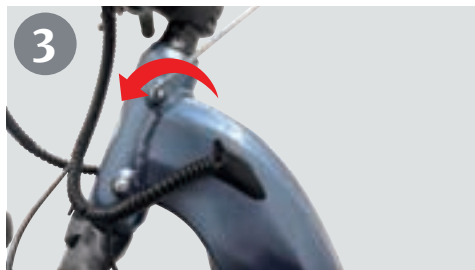


Find the front rack in the box

2



3

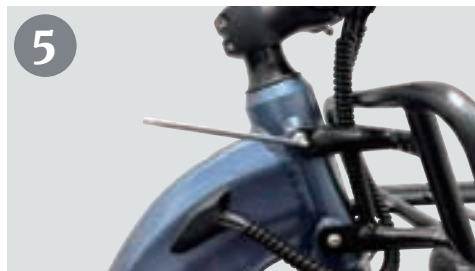


Using a 4mm Allen wrench turned counterclockwise, remove the front rack Installation screws on the left and right sides of the head tube respectively (four in total)

4



5



Use a 4mm allen wrench to install the front rack on the head tube by turning clockwise



Optional Accessories Installation

Front Basket Installatio

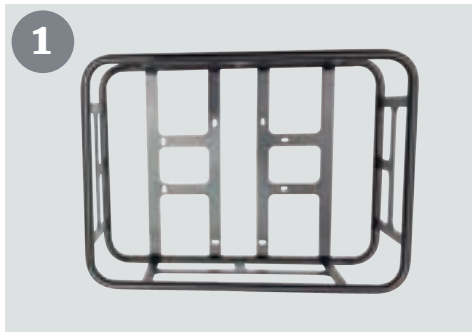


Locate the front grocery basket and 4pc Installation screws and nuts

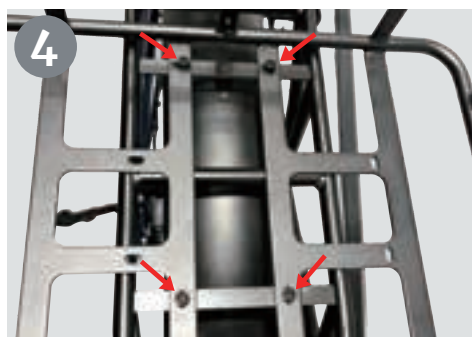


After aligning the installation holes of the front basket and the front rack, insert the screws, tighten the nuts, and use a 5mm hex key and 10mm open-end wrench to turn clockwise to lock the screws.

Rear Basket Installation



Find the rear basket and 4pc fixing screws and nuts.



After aligning the installation holes of the rear basket and the rear rack, insert the screws, tighten the nuts, and use a 5mm hex key and 10mm open-end wrench to turn clockwise to lock the screws.



Tire Inflation Instructions

Tires and Tubes

After assembling your bike, it will be necessary to inflate the tires. Check the sidewall of the tire for the correct tire pressure (PSI) and inflate tires accordingly with a **MANUAL BICYCLE PUMP**. **Improper inflation is the biggest cause of tire failure. Due to the slightly porous nature of bicycle inner tubes, it is normal for your bike tires to lose pressure over time. For this reason it is critically important to maintain the proper tire inflation on your bike.**

1. Your bicycle has been equipped with tires which the bike's manufacturer felt were the best balance of performance and value for the use for which the bike was intended. The tire size and pressure rating are marked on the sidewall of the tire. **CAUTION:** Pencil type automotive tire gauges and gas station air hose pressure settings can be inaccurate and should not be relied upon for consistent, accurate pressure readings. Instead, use a high quality dial gauge.

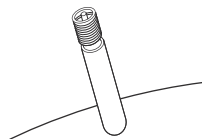


WARNING: NEVER INFLATE A TIRE BEYOND THE MAXIMUM PRESSURE MARKED ON THE TIRE'S SIDEWALL. EXCEEDING THE RECOMMENDED MAXIMUM PRESSURE MAY BLOW THE TIRE OFF THE RIM, WHICH COULD CAUSE DAMAGE TO THE BIKE AND INJURY TO THE RIDER AND OTHERS. THE BEST WAY TO INFLATE A BICYCLE TIRE TO THE CORRECT PRESSURE IS WITH A BICYCLE PUMP. NEVER USE A SERVICE STATION AIR HOSE TO INFLATE A BICYCLE TIRE. IT IS DESIGNED FOR LARGER TIRES AND IT CAN EXCEED THE RECOMMENDED MAXIMUM PRESSURE AND IT MAY BLOW THE TIRE OFF THE RIM.

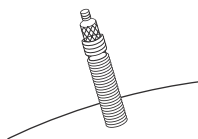
Tire pressure is given either as maximum pressure or as a pressure range. How a tire performs under different terrain or weather conditions depends largely on tire pressure. Inflating the tire to near its maximum recommended pressure gives the lowest rolling resistance; but also produces the harshest ride. High pressures work best on smooth, dry pavement. Very low pressures, at the bottom of the recommended pressure range, give the best performance on smooth, slick terrain such as hard-packed clay, and on deep, loose surfaces such as deep, dry sand. Tire pressure that is too low for your weight and the riding conditions can cause a puncture of the tube by allowing the tire to deform sufficiently to pinch the inner tube between the rim and the riding surface.

Some special high-performance tires have unidirectional treads: their tread pattern is designed to work better in one direction than in the other. The sidewall marking of a unidirectional tire will have an arrow showing the correct rotation direction. If your bike has unidirectional tires, be sure that they are mounted to rotate in the correct direction.

2. The tire valve allows air to enter the tire's inner tube under pressure, but doesn't let it back out unless you want it to. There are primarily two kinds of bicycle tube valves: The Schraeder Valve and the Presta Valve. The bicycle pump you use must have the fitting appropriate to the valve stems on your bicycle. The Schraeder is like the valve on a car tire, this is the type of valve stem you should have on your bike. To inflate a Schraeder valve tube, remove the valve cap and push the air hose on your bike. To inflate a Presta valve tube, remove the valve cap and push the air hose or pump fitting onto the end of the valve stem. To let air out of a Schraeder valve, depress the pin on the end of the valve stem with the end of a key or other appropriate object.



Schraeder Valve



Presta Valve



User Maintenance Instructions

Correct routine maintenance of your new bike will ensure a longer life for your bike and a safer ride for you.

Every time you ride your bike, its condition changes. The more you ride, the more frequently maintenance will be required. We recommend you spend a little time on regular maintenance tasks. The following schedules will assist you in knowing what tasks need to be performed and how often. **If you have any doubts about your abilities to accomplish these tasks, we recommend you task your bike to a professional bicycle mechanic periodically to have them done.**

Schedule1 - Lubrication

Frequency	Component	Lubricant	How to Lubricate
Weekly	chain derailleur wheels derailleurs brake calipers brake levers	chain lube or light oil chain lube or light oil oil oil oil	brush on or squirt brush on or squirt oil can 3 drops from oil can 2 drops from oil can
Monthly	shift levers	lithium based grease	disassemble
Every Six Months	shift levers brake cables	oil lithium based grease	2 drops from oil can disassemble
Yearly	bottom bracket pedals derailleur cables wheel bearings headset seat pillar	lithium based grease lithium based grease lithium based grease lithium based grease lithium based grease lithium based grease	bicycle mechanic disassemble disassemble bicycle mechanic bicycle mechanic disassemble

Note: The frequency of maintenance should increase with use in wet or dusty conditions. Do not over lubricate-remove excess lubricant to prevent dirt build up. Never use a degreaser to lubricate your chain (WD-40™)

Schedule2 - Service Checklist

NOTE: Many instructions for adjustments can be found in the assembly portion of this manual.

Frequency	Task
Before every ride	check wheel and pedal tightness check tire pressure check brake operation check wheels for loose spokes, loose axle nuts or quick release make sure all fasteners are tightened securely
After every ride	quick wipe down with damp cloth
Weely	lubrication as per schedule 1
Monthly	lubrication as per schedule 1 check derailleur adjustment check brake adjustment check brake and gear cable adjustment check tire wear and pressure check wheels are true and spokes tight check hub, head set and crank bearings for looseness check pedals are tight check handlebars are tight check seat and seat post are tight and comfortably adjusted check frame and fork for trueness

	check all nuts and bolts are tight
Every six months	lubrication as per schedule 1 check all points as per monthly service check and replace brake pads, if required check chain for excess paly or wear
Yearly	lubrication as per schedule 1

NOTE: OWNERS ARE RESPONSIBLE FOR ALL MAINTENANCE AND SERVICE OF THE BICYCLE. FAILURE TO DO SO MAY VOID YOUR WARRANTY, CAUSE DAMAGE TO YOUR BIKE OR ITS COMPONENTS, AND MAY CAUSE AN ACCIDENT.

Charge Your E-Bike

You can also charge your battery installed in the bike using the exterior charging port.



1. Locate the charging port.
2. Plug one side of the charger into the charging port and plug the other into an outlet.
3. A red light indicates the battery is charging, green indicates the battery is full.
4. Charging Time: 7 hours.



Function Definition



Power On/Off: Press and hold the  button for 2-3 seconds to activate the display and press the  button again for 2-3 seconds to turn off the display (the bike will automatically power off , if there is no activity for 10 minutes in a stationary state).

Display Data Switching: After the display panel is powered on, it defaults to displaying real-time, speed and total mileages. Press the  button shortly to switch between total mileage, single trip mileage, max speed, and average speed in the displayed information.

Power Assist Pushing: Long press the  button, and the electric bike enters the power assist pushing mode. The electric bike will travel at a constant speed of 6 kilometers per hour. At the same time, the screen will display the  power assist icon. Release the  button to exit the power assist mode, and the  power assist icon will go off.

Turning On/Off Headlights: Shortly press the  button to turn on the headlights, and the display panel backlight will dim. Press the  button again to turn off the headlights, and the display panel backlight will return to its normal brightness.

Power Assist Gear Selection: There are a total of 0-5 gear positions, and the default on startup is 0, which is a neutral position with no power output. Shortly press the  or  button to increase or decrease the gear position. (In power assist mode 1-5, there are gear distinctions, while in electric mode 1-5, there are no gear distinctions).

Reset single trip mileage: When the speed on the main interface is 0, simultaneously press and hold the "" and "" keys for more than 2 seconds to reset the single trip mileage. The main interface will flash once during the clearing process.

Battery Display: In a fully charged state, the battery display shows 5 levels of charge. As the battery level decreases, the bars are reduced accordingly. When the border is flashing, it indicates critically low battery and requires immediate charging.

Fault Codes: When there is a malfunction in the electric bike's electronic control system, the display screen will automatically show "ERROR" along with an error code. Only when the fault is resolved can you exit the fault display screen. After a fault occurs, the electric bike will not be able to continue to operate. Please contact the GOTRAX after-sales team for assistance or seek the help of a professional technician to diagnose and rectify the issue.

Setting Mode:

1. Simultaneously hold the  or  button for more than 2 seconds to enter the personalized parameter selection interface.
2. Shortly press the  or  button to switch between personalized parameter settings. Press the  button to enter the parameter change mode.
3. Shortly press the  or  button to select parameters. A long press of  for continuous increase and long press of  for continuous decrease.
4. Press the  button shortly to save the parameter settings and return to the personalized parameter selection interface.
5. Long press the  button to save the parameter settings and exit the personalized parameter selection interface.

Metric/Imperial Unit Setting: "01P" is the option for selecting metric or imperial units. "00" represents metric and "01" represents imperial. Use the  or  button to make the selection, and press the  button shortly to save the parameter setting and return to the personalized parameter selection interface.

Voltage Setting: "02P" is the option for setting the rated voltage, and you can set the rated voltage to 24V, 36V, or 48V. The factory default is 48V. Adjusting the voltage may lead to incorrect battery level display, so it's advisable not to adjust it unless necessary.

Gear Range Setting: "03P" is the option for setting the range of power assist gears. The instrument panel offers the choice of power assist gear ranges, including 0-3, 1-3, 0-5, and 1-5. The factory default is 0-5. (0-3/0-5 indicates there is a 0 gear, with 0 gear being a neutral state or park gear, while 1-3/1-5 indicates there is no 0 gear, meaning there is no neutral or park gear).

Wheel Diameter Setting: "04P" is the option for setting the wheel diameter, and the available wheel diameter options on the display screen are 16, 18, 20, 22, 24, 26, 700C, and 28 inches. The factory default is 29. Adjusting the wheel diameter can lead to inaccurate speed and mileage display. Therefore, this setting is locked and not adjustable.

Speed Limit Setting: "05p" is the option for setting the speed limit in power assist mode, and the adjustable range for the vehicle speed limit is 10 to 40 km/h. The factory default is 32 km/h, and the maximum limit is 40 km/h. This mode allows you to adjust the speed limit only for power assist mode, as the electric mode has a maximum limit of 32 km/h, which is not adjustable.

Power-On Password Setting: "06P" is the option for setting the power-on password. The power-on password function is disabled by default, and users can enable it by setting a password. The default password when the display is shipped is "1212," but you can change it to another four-digit number.

To enable the power-on password:

In the "06P" interface, press the **i** button shortly to enter the parameter change mode. Use the **+** or **-** button to select "PSd-y" to enable the power-on password. Then, long press the **i** button to save and exit. The password function is now enabled successfully.

To disable the password:

In the "06P" interface, press the **i** button shortly to enter the parameter change mode. Use the **+** or **-** button to select "PSd-n" to disable the power-on password. Press the **i** button to confirm and exit to the personalized settings selection interface. Then, either long press the **i** button to return to the main interface or directly long-press the **i** button to exit to the main interface. The password function is now successfully disabled.

To change the password:

In the "06P" interface, press the **i** button shortly to enter the parameter change mode. Use the **+** or **-** button to select "PSd-y" to enable password change. Press the **i** button to confirm and enter the four-digit password setting mode. In the password setting interface, input your new password. Use the **+** or **-** button to select the digits and press the **i** button to save each digit and move to the next. Set all four digits this way. When the last digit is flashing, long press the **i** button to save the new password and exit the parameter setting interface. The password is now changed, and it will take effect upon reboot.

Please remember the new password you set, as you will need it each time you power on and change the password.



Battery Information

Before using the charger locate the voltage selector switch (li-ion chargers only) on the back of the charger. Select either 115 volts or 230 volts depending on your country of residence. Using the wrong voltage setting will permanently damage the charger and/or electrical components on the hybrid electric bicycle.

BATTERY ASSEMBLY

1. Use the matching charger.
2. Insert the round plug into the E-Bike first and then insert the charger plug into the electrical socket.
3. A red light indicates the battery is charging.
4. A green light indicates the battery is fully charged.
5. The Key lock position will vary from model to model.
6. The battery is removable, the battery can be charged attached to the E-Bike or pulled out and charged separately.

CHARGING THE BATTERY

1. When using the charger for the first time, carefully check whether the rated output voltage of the charger is consistent with the battery voltage and check whether the charger input voltage is consistent with the grid voltage.
2. When charging, first put the charger in a ventilated place, then insert the charger output plug into the charging port. Plug the electrical power plug into the 100-240V 50/60Hz AC Power Supply. Be sure to keep the input plug in contact with the AC outlet.
3. After charging, the input plug of the charger shall be pulled out first, and then the output plug connected with E-Bike shall be pulled out. Do not leave the charge plugged in.



Precautions For Battery Protection

1. Do not place anything on the battery and charger when charging, otherwise the charger may overheat and cause serious damage.
2. Only use the charger supplied by the original factory to charge the battery, if you use a different charger your battery will be disqualified from warranty.
3. You can charge your battery at any time if the battery loses power.
4. If you do not use or charge your battery for an extended period of time, battery performance will decrease. If you do not plan to ride your bike for an extended period of time it is recommended to plug in and charge the battery Insert Care/Maintenance section an extended period every 4-6 weeks.
5. Protection can make your battery maintain about 80% of its capacity after more than 500 cycles. But overall decline is inevitable.
6. If the battery remains in a status not charged a long time, it will lead to permanent loss of performance.
7. If you want to store your battery for an extended period, please store and discharge it in a cool and dry place.
8. Keep the temperature between 50-70°F and avoid direct sunlight. Take the battery out for charging every 30 days.
9. Do not intentionally short-circuit the battery which will cause very serious damage and void the warranty.
10. Dispose of your batteries responsibly. Research local recycling regulations.
11. If you have questions about battery use, maintenance, or storage, please contact customer service.
12. Only use the battery supplied with this electronic bike.
13. Never charge a lithium battery unsupervised.



Fault Code

Fault code	Code Meaning	Troubleshooting solutions
E21	Current Anomaly	Inspect the accelerator connection cable; if there is no issue with the connection, replace the accelerator.
E22	Throttle Fault	Inspect the motor connection cable; if there is no issue with the connection, replace the motor.
E23	Motor Fault	Inspect the motor connection cable; if there is no issue with the connection, replace the motor.
E24	Motor Fault	Inspect the motor connection cable; if there is no issue with the connection, replace the motor.
E25	Brake Anomaly	Inspect the brake connection cable; if there is no issue with the connection, replace the brake lever.
E30	The display communication faulire	Check if the connection cable between the display and the controller is abnormal, and replace the display if there is no abnormality .

Warranty

Please contact our customer service team if you are experiencing problems or need more detailed information.

US team after-sales email: **support@gotrax.com**

CA team after-sales email: **canada@gotrax.com**

1. Users should operate in accordance with the product manual. In case of any performance fault caused by production quality, the company shall perform the obligations of the three guarantees in accordance with the provisions of relevant laws and regulations of the state.
2. The company is still responsible for the after-sales service of the faults beyond three guarantees and the major components in the three guarantees, but there will be a cost for repair.
3. If the battery replacement is over the warranty time, our company will supply the battery at factory price. To ensure safety, and avoid pollution.
4. We do not cover physical damage due to negligent care and extreme riding.



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#RideGOTRAX





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