

GOTRAX

PORTER

ELECTRIC BIKE

USER MANUAL





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 wrench, 8mm&10mm 13mm&15mm open-end wrench, Flat Head & Phillips dual-purpose Screwdriver.



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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.



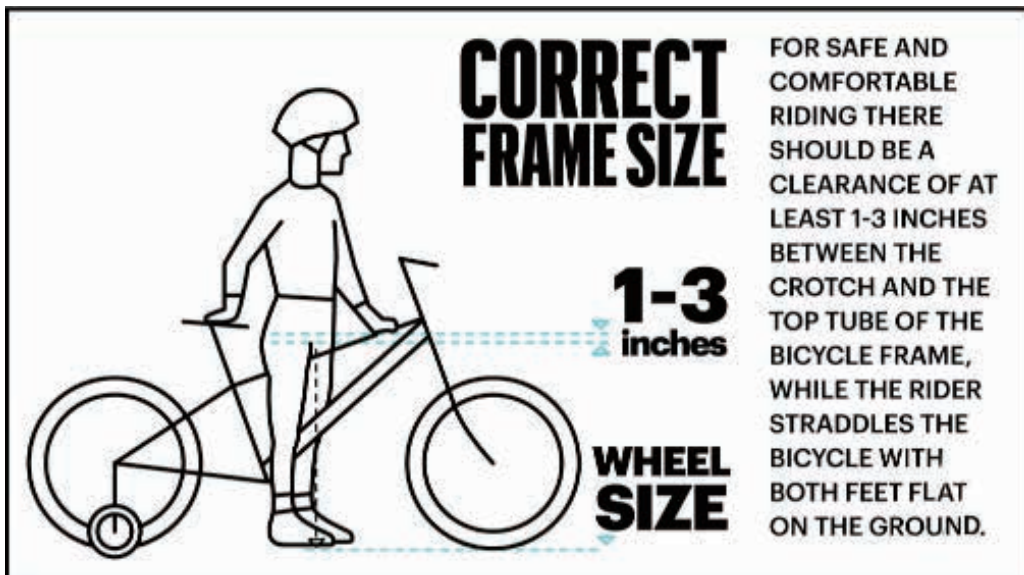
WARNING: Lithium-ion Batteries and/or products that contain Lithium-ion Batteries can expose you to chemicals including cobalt lithium nickel oxide, and nickel, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov

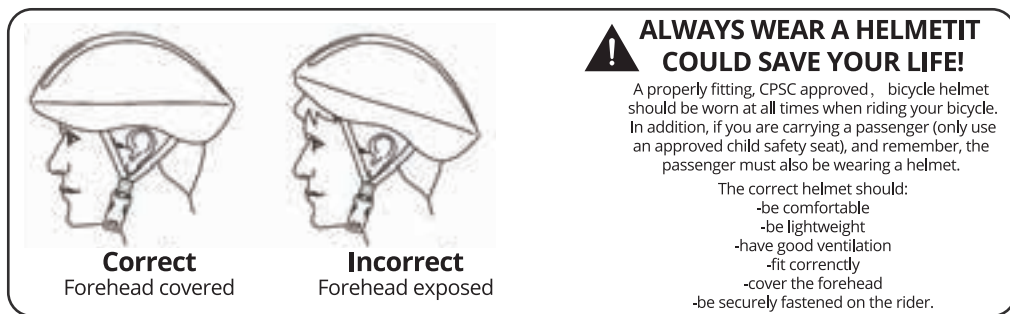


Warning Message

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. **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.
4. **Do not modify** the product from the manufacturers original design.
5. **Do not exceed** the posted speed limit and obey all traffic laws.
6. **Avoid touching** the charging port directly and do not let it make contact with a metal object.
7. **Keep hands and all body parts away** from moving parts while operating the electric bike.
8. **Before riding** - be sure to check the electric bike over and make sure all components and function are operating correctly before each use.
9. **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.
10. **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.
11. **Before riding** - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
12. **Never exceed** the 330lbs (150 kg) maximum load rating.
13. **The electric bike should never** be used by children under the age of 16.
14. **Maximum Speed** -Your electric bike accelerates to a maximum speed of 20 mph.

- 15. 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.
- 16. 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.





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

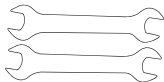
WARNING - When using this product, basic precautions should always be followed including the following:

- 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.

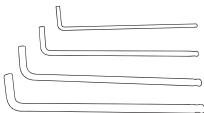


Unpacking and Product Specs

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:



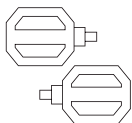
Large wrench



Allen wrenches



Screwdriver



Pedal



Battery Charger



Battery Keys

ITEM	SPECIFICATIONS
Model	PORTER
Unfolded Dimensions	1910*670*1300mm (75.2*26.4*51.2in)
Package Dimensions	1620*300*760mm (63.8*11.8*29.9in)
Max Load	150kg(330lbs)
Max Speed	32km/h(20MPH)
Battery	48V 10.4Ah
Battery Specifications	Input 100-240V 50/60Hz AC Plug: Output 54.6V 2A
Max Angle of Climb	14 degrees
Charging Time	5.5 hours
Tire Pressure	25-45 P.S.I
Bell/Horn Specifications	Bell
Seat	6061 Aluminum Alloy
IP Level	IPX4



Get To Know Your E-Bike





Front Fender Installation



Find the front fender, place it inside the front fork, then use a 10mm open-end wrench tool and a 5mm hex wrench to secure the fender hanger to the front fork. Then, use a 4mm hex wrench to secure the fender holder to both sides of the front fork legs. (The screws are already installed on the front fork; remove the screws and install them.)





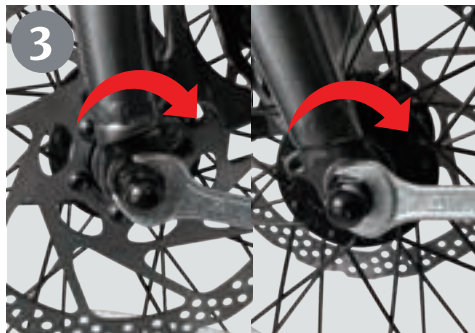
Front Wheel Installation



Unpack the packaging and remove the disc brake protection plate. (Note: Do not discard it; you need to reattach it each time you remove the front wheel) .

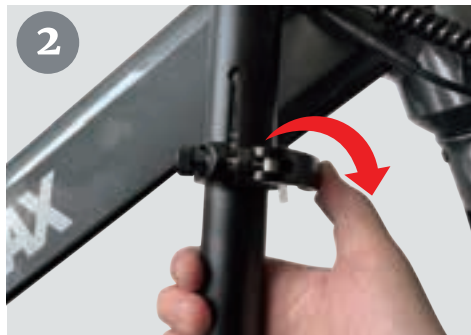


It doesn't have to be twisted off completely. Loosen the screws on both sides of the front wheel, It doesn't have to be twisted off completely. just loosen that enough to fit in the appropriate installation position. Then, slowly insert the front wheel into the front fork(the washer is on the outside of the fork), and install the disc brake pad into the disc brake.

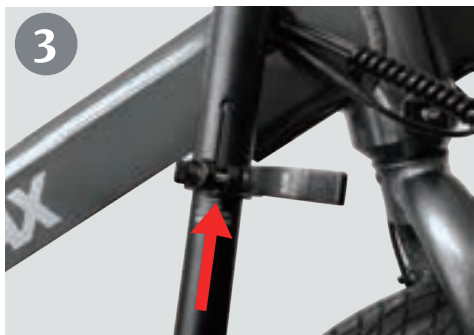


Tighten the two sides fixing nuts using a 15mm open-end wrench. (Before each riding, please check if the nuts are securely tightened.)

Handlebar Installation



Open the quick-release lever, insert the upper valve stem and the handlebar stem, and lock it with the quick-release lever. (This can only be done when the stem is in a folded position.)



Note: The stem insertion depth must be below the minimum safe insertion mark.



Lift up the stem and lock with the folding clamp.

Seat Assembly



Open the seatpost quick-release lever, find the saddle, insert the seatpost into the seat tube and adjust it to a comfortable riding height, then lock the quick-release handle (after locking, the saddle should be in a centered position).



Note: The insertion depth must be below the minimum safe insertion mark.



Pdeals Mounting



Prepare the pedals and wrenches and differentiate between left and right pedals according to "L" and "R". "R" stands for right side, turn clockwise to lock the right pedal. "L" stands for left and locks the left pedal by turning it counterclockwise. Install the left pedal on the left side crank. Use a 15mm open end wrench to lock it in place.



Removing the Battery



Turn the key clockwise, and the battery will pop out.



Move the battery safety latch to release the battery (Note: when you rotate the latch, the battery will automatically drop out, so be ready to catch it with your hand).



After removing the battery, please keep the battery compartment clean and avoid exposure to rain.



You can charge the battery separately after removal. When you not in use, please store the battery as instructed in the manual; proper battery storage is especially important.



Battery Charging



Insert the output end of the charger into the battery, and plug the input end into the power source.



When the charger displays a red , it indicates normal charging, and when it displays a green, it means the battery is fully charged.



Optional Accessories Installation



Headlight



Front Rack



Footrest



Kids Carrier



Saddle



Backrest



Front Basket and Front Light Installation



When you before installation working, please find the headlight, front basket, R-head M5*12 hex screw + washer (same as the front basket fixing screws). Use a 4mm hex wrench to install the headlight underneath the front end of the front basket.



Use a 4mm hex wrench to remove the four screws on both sides of the original headlight, take out the original headlight, unplug the headlight connection cable(Keep the front light, you can reinstall it later), use the original front light fixing screws to install the front basket in the original front light mounting location, and then reconnect the light cable.



Footrest Installation



Find two rear footrest.

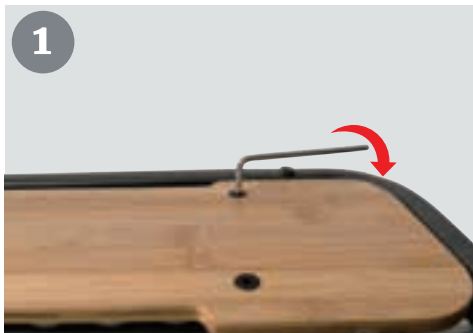


Use a 13mm open-end wrench to install the footrest on the left and right sides of the frame (the fixing screws are already installed on the frame; remove the screws and install).



Kids Carrier Installation

1



Use a 4mm hex wrench to disassemble the wooden board, keep the board and screws, you will still need it for future installations

2



3



Find the Kids carrier and flat head internal hex M6*20mm screws. Align the screw holes of the kids carrier with the frame's mounting holes and then use a 4mm internal hex wrench to install that on rear rack.

4





Rear Cushion, Backrest Installation



Locate the rear cushion, align the three clasps underneath the rear cushion with the slots on the rear rack, push the cushion forward to ensure that all three clasps are securely fastened into the rear rack.



Find the cylindrical head M6*16mm hex socket screws + gaskets (the same as the backrest fixing screw). Use a 5mm hex wrench to secure the screw to the rear seat frame.



Find the backrest, cylindrical head M6*16mm hex socket screws + gaskets(the same as the cushion fixing screw). Use a 5mm hex wrench to install the backrest onto the rear seat frame.



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.

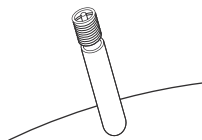


WARNING: NEVER INFLATE A TIRE BEYOND THE MAXIMUM PRESSURE MARKED ON THE TIRE'S SIDEWALL. EXCEEDING THE RECOMMENDED MAXIMUM PRESSURE MAY BLOW THE TIRE OFF THE RIM, WHICH COULD CAUSE DAMAGE TO THE BIKE AND INJURY TO THE RIDER AND OTHERS. THE BEST WAY TO INFLATE A BICYCLE TIRE TO THE CORRECT PRESSURE IS 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.

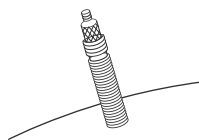
Tire pressure is given either as maximum pressure or as a pressure range. How a tire performs under different terrain or weather conditions depends largely on tire pressure. Inflating the tire to near its maximum recommended pressure gives the lowest rolling resistance; but also produces the harshest 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 bubricant to prevent dirt build up. Never use a degreaser to lubricate your chain (WD-40T™)

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 GIRA 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: 5.5 hours.



E-Bike Console Functions



Power On/Off: Press and hold the “M” button for 2 seconds, the display lights up and power on. Press and hold the “M” button for 2 seconds when powered on, the display screen goes out, and the power is turned off. It will automatically shut down after 10 minutes without operation.

Backlight control: Press and hold the “+” button for 2 seconds to turn on the backlight when powered on, and press the “+” button again for 2 seconds to turn off the backlight.

Power Gears Switching: 0-5 gears in total. Default gear is 0 after switching on, and 0 is neutral, no power output. Short press the “+” button or “-” button to adjust the gear up or down. (Power assist mode: 1-5 gears with gear distinction, electric mode: 1-5 gears without gear distinction).

Display data switching: After the meter is turned on, the meter will display the real-time speed by default. Press and hold the “**M**” button and “**-**” button at the same time for 2 seconds, to switch the display information, as follows: real-time speed → AVG (average speed of this ride) → MAX (maximum speed of this ride).

Short press ‘M’ button to switch the display information, which is displayed in turn: ODO (accumulated mileage)→TRIP (single mileage)→TRIP TIME (single power-on time). On the TRIP display interface, long press and hold “**M**” and “**-**” button to reset the TRIP to zero. On the TRIP TIME display interface, long press and hold “**M**” and “**-**” button to reset the time to zero, or reset the power off and restart time to zero. MAX (maximum speed of this ride).

Battery level display: The battery level in the fully charged state will display 5 levels of battery level, and the display will decrease according to the decrease in power level. When the border flashes, it means that the battery is seriously low and needs to be charged in time.

Power assist mode: Long press the “**-**” button for 2 seconds, the electric bike will enter the power assist mode. Electric bike travels at a constant speed of 5-6km(3-4mph) per hour, with the icon flashing. Release the button to exit the mode, and the icon goes out at the same time.

Error code: When the electronic control system of the electric bicycle fails, the display will automatically display ERROR with an error code. Only when the error is eliminated can the error display interface be exited. After the error occurs, the electric bike will not be able to continue driving. Please contact GOTRAX after-sales team for assistance or ask professional maintenance personnel to troubleshoot.

Setting mode: When powered on, long press and hold “+” and “-” buttons for 2 seconds to set, and switch the setting items by short pressing “M” button.

Wheel diameter setting: st.1 represents the wheel diameter setting. The factory default value is 22. Because adjusting the wheel diameter will result in inaccurate speed display and mileage display, this setting cannot be adjusted.

Speed limit setting: st.2 means speed limit setting. The factory default maximum riding speed is 32Km/h (20MPH). Changing this value can set the maximum power-assisted riding speed of the electric vehicle. When the riding speed exceeds the set value, the motor will have no power output to protect the safe driving of the rider. The maximum speed setting can be selected from 12km/h to 40km/h. Set by short pressing “+” button or “-” button. The speed limit of pure electric mode is 32Km/h (20MPH), not adjustable, and this setting cannot change the electric mode speed limit value.

Backlight Brightness: st.3 stands for backlight. Parameters 1, 2, and 3 can be set, and the factory default value is 1. The parameters of the backlight brightness can be changed by pressing the “+” button or “-” button. 1 is the darkest, 2 is medium, and 3 is the brightest.

KM/MPH speed unit switching: st.4 represents display unit switching, short press “+” button or “-” button to switch KM/MPH.

Password function: st.5 represents the password function, which can be selected as “**y**” or “**n**” using the “+” or “-” keys. Choosing “**y**” enables the password function. long-press the “**M**” key to enter the password modification interface. First, enter the original password (original password: 0000) and use the “+” or “-” keys to select numbers. Press “**M**” to move to the next digit, and continue until you've entered all 4 digits. When the last digit is blinking, press “**M**” to enter the password modification interface. Enter your desired new password. After inputting the new password, long-press “**M**” to save and exit. Your password is now modified, and the setup is complete. Please remember the new password you have modified; you will need it every time you power on or modify the password. Choosing “**n**” means disabling the password function. Long-press “**M**” to confirm and exit the interface. The password function is now disabled successfully.

Exit setting: In the setting mode, long press and hold the “**M**” button for 2 seconds to confirm and save the current setting and exit the current setting. If no operation is performed within one minute, the meter will automatically exit the setting.



Function Mode

1. **Three Riding Modes:** Electric Assisted Mode, Pedal-Assisted Mode, Bicycle Mode.

2. **Throttle Assisted Mode:** When you turn the bike on, the assist level will be at 0. Press the up arrow (**+**) on the controller to increase the level of assist, use the down arrow (**-**) to reduce the level of assist. As you increase the level of assist, the speed of the bike will increase. Press the throttle level to engage the motor and move the bike.

3. **Pedal-Assist Mode:** When you turn the bike on, the assist level will be at level 0. Press the up arrow (**+**) on the controller to increase the level of assist, use the down arrow (**-**) to reduce the level of assist. As you increase the level of assist, the speed of the bike will increase. As you start to pedal, the motor will automatically engage. When you stop pedaling, the motor will automatically disengage.

4. **Bicycle Mode:** When riding in the off state or neutral, the motor has no power



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.



Troubleshooting Guidance

When the E-bike electric control system fails, the display will show the error codes, and only when the fault is removed can you exit the fault display program.

After the fault occurs, the E-bikes can't able to continue working.

Troubleshooting tips	Code meaning	Troubleshooting clearing
21	The accelerator failure	Check the accelerator connection cable. If the connection cable is normal, replace the accelerator
21	The motor troubleshooting	Check the motor connection cable. If the connection cable is normal, replace the motor
23	The motor troubleshooting	Check the motor connection cable. If the connection cable is normal, replace the motor
24	The Brake faulire	Check the brake connection cable, if the connection line is normal, replace the brake handle

25	Display communication failure	Check the display connection cable. If the connection cable is normal, replace the display
26	motor high-temperature protection.	The motor temperature is too high; waiting for 5-10 minutes will allow it to recover on its own
30	Instrument communication abnormality	Check if the instrument's connection with the controller is abnormal; if there are no abnormalities, replace the instrument.

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.



(US) W W W . G O T R A X . C O M
(CA) www.gotraxcanada.com

#RideGOTRAX





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(CA)Tao Motor Canada Inc.

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