

Battery Safety Best Practices

Upon delivery of a new eBike:

- Congratulate the new owner for participating in the Micromobility Revolution!
- Assure them that many miles of pleasurable, clean, efficient and beneficial transportation for commuting, recreation and fitness are ahead.
- Advise that eBikes and the batteries that power them are safe when properly used and maintained.
- Be sure to provide the Owner's Manual and any additional literature supplied with the eBike.
- Encourage adherence to the following guidelines to ensure maximum safety, utility and life of their new eBike and its amazing power pack.

Battery Safety Best Practices

- Only use the charger that was supplied with your eBike. NEVER attempt to charge the battery pack with a different charger or power supply.
- Do not open or otherwise tamper with your battery pack. There are no user serviceable parts inside the battery pack. Opening the pack will void the warranty and could cause a serious problem leading to a fire.
- Charging the battery pack on the eBike is preferred. However, if you charge the battery pack off the bike, place the pack on a non-flammable surface, like a concrete floor, away from flammable materials, before starting to charge it.
- Charge the battery in an area with a working smoke detector.
- NEVER CHARGE THE BATTERY UNATTENDED OR UNATTENDED OVERNIGHT.
- Monitor the battery and charger. When the charger indicates that the battery is fully charged, unplug the charger from the wall outlet and disconnect it from the battery pack.
- Do not leave the charger ON and connected to the battery pack indefinitely.
- For extended periods of non-use, store your battery pack in a clean, dry environment away from flammable materials.
- Store the battery pack at temperatures between 40°F to 100°F (4.5°C to 38°C).
- Battery packs are best stored at 60% capacity. Recharge the pack for 60 minutes every other month to prevent deep discharge.
- If the battery is dropped or damaged, or immersed in water, DO NOT ATTEMPT TO CHARGE IT.
- Store it in a safe place, preferably outdoors, until it can be taken to a shop to be inspected.
- eBike shops participating in the Call2Recycle recycling program are trained to identify damage that renders a battery pack potentially dangerous, and how to dispose of a battery in a dangerous condition.
- If the battery pack overheats, or if you notice an odor, smoke, or odd noises coming from the battery pack, and if it is safe to do so, move the pack away from flammable materials, preferably outdoors, and call 911.
- When your battery pack reaches the end of its useful life and can no longer hold a sufficient charge, return it to your dealer for recycling.
- Replace an end-of-life battery pack with a replacement pack provided by the original supplier of your eBike.
- DO NOT ATTEMPT TO HAVE YOUR ORIGINAL PACK 'REFURBISHED'.
- DO NOT REPLACE YOUR BATTERY PACK WITH A PACK FROM A 3RD PARTY SUPPLIER.