

WILDEWAY

FW11 Electric Bike User Manual

Please read the user manual carefully before using the product

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THANK YOU FOR YOUR PURCHASE OF A WILDEWAY EBIKE.

We appreciate your business and we hope you thoroughly enjoy riding your new eBike.

If you need any assistance please do not hesitate to reach out to us.

Please keep this user manual for warranty purposes



WARNING!

Read this entire manual before assembling or using your new electric bike. Do not modify, disassemble, or replace the original electrical components on your bike. Doing so will invalidate your warranty and could put you in danger. Riding any type of bike comes with some risks which can't be predicted or avoided. Taking proper care of bike components can lower the risk of sudden failure of components but cannot prevent it. These sudden failures could cause serious harm, injury, or death to the rider. If you notice abnormalities in any component on the bike, take it to a licensed mechanic to be repaired or replaced immediately. WILDEWAY Electric Technology Co. assumes no liability for harm, injury, or death of the rider.

This manual is not intended to function as a detailed service manual. wildeway eBikes recommends having your local bike shop mechanic perform a detailed safety check of your bike before your first ride. Ensure your local mechanic is experienced and reputable. The bike has an IP rating of IPX4. It does not mean that the bike and its mechanical and electrical components are waterproof. We do not recommend storing or using the bike in excessively wet conditions. The warranty for the WILDEWAY eBike does not cover water damage.

For technical assistance or warranty claims contact WILDEWAY eBikes

MAINTAINING YOUR BIKE

Best Practices

- Store your bike in a clean dry place to avoid rust.
- Keep components tightened to the torque specifications listed in the Recommended Torque Values section of this manual. Refer to the table of contents at the beginning of this manual for the page number of this section.
- Ensure the frame latch and handlebar latch are locked in place before riding.
- Clean and lubricate moving parts regularly.
- Clean your bike frame with a wet rag and low residue cleaner. After cleaning lubricate where necessary.
- Ensure your bike tires are always inflated to a pressure within the recommended range printed on the tire sidewalls.
- Before each ride ensure all electrical wires are connected.
- The WILDEWAY electric bike is not waterproof. The bike has an IP rating of IPX4. It is likely that components will not sustain damage in most rain showers, however WILDEWAY eBikes recommends storing and riding the bike in a dry environment. Furthermore, water damage is not covered under warranty.
- Your bike will need to be serviced at regular intervals and after the initial wear-in period. See the 100 Mile Tune Up and Ongoing Service sections below.

100 Mile Tune Up

Your bike will need to be serviced after 100 miles or 5 full battery charge cycles, whichever comes first. This is what we call the “wear in period” of the bike. WILDEWAY electric bikes recommends having service done at your local bike shop by a certified and reputable bike mechanic. Below is a summary of things to have inspected:

Brakes

Brake cables will stretch during the wear-in period. This may affect braking performance and the brakes may need to be adjusted and tensioned properly.

Shifting

Shifting cables will stretch during the wear-in period. This may affect shifting performance and the derailleur may need to be adjusted.

Hardware

Refer to the table of contents at the beginning of this manual for the page number of this section. If any hardware has signs of damage take the bike to your local bike shop to have a certified and reputable bike mechanic inspect and replace them if deemed necessary.

Ongoing Service

You should have your bike maintained at regular service intervals at your local bike shop by a certified and reputable bike mechanic. Below is a general summary of maintenance that should be carried out on a monthly and quarterly basis:

Monthly (or about every 250-500 miles)

- Inflate tires to a pressure within recommended range printed on tire sidewalls.
- Lubricate chain such that there is minimal noise from the drivetrain when in use.
- Check your bike's shifting performance. Adjust the derailleur if necessary.
- Clean the bike with low residue cleaner and dry completely. Lubricate after cleaning where necessary.
- Check spoke tension. Adjust if necessary.

Quarterly (or about every 750-1500 miles)

- Check all items on the Monthly service list above.
- Check tire tread for excessive wear. Replace if necessary.
- Check that electrical connectors and cable housings are secured away from moving parts and are free from damage. Replace if necessary.
- Go into your local bike shop for a tune-up by a certified and reputable bike mechanic

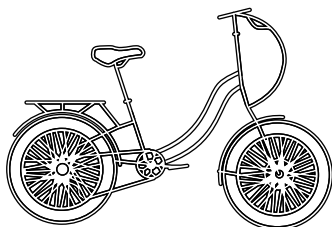
UNBOXING

GETTING STARTED

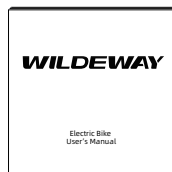
Congratulations on your purchase of a new WILDEWAY electric bike! Your bike comes in the box fully assembled. The instructions that follow are intended to serve as a guide in unboxing and getting familiar with your new bike. The bike may require adjustments upon being received and unboxed, as shipping can sometimes be bumpy.

⚠ When doing your first adjustment and inspecting the bike before riding we recommend seeking professional help from a reputable, certified bicycle mechanic.

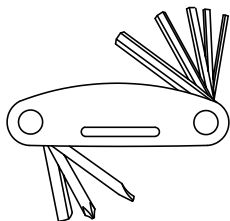
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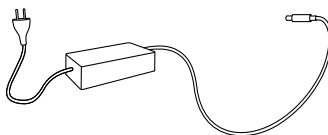
User Manual



Tool Kits



Battery Charger



Before removing the packaging material from the bike, remove all items from the box and make sure everything listed above is present. If anything is missing or damaged contact wildeway eBikes immediately for assistance. For video instructions regarding how to unfold your bike visit our youtube page: wildeway Bike.

Serial Number

Your bike has a one of a kind serial number associated with it. The serial number is located on the head tube of the bike as shown in the photo below.

Please locate the serial number on your bike. You may be asked for your bike's serial number as a part of warranty requests.



FOLDING AND UNFOLDING THE BIKE

The wildway electric bike folds in the center of the frame as well as at the handlebars. Instructions for folding and unfolding the bike can be found below:

Handlebars

1. Pull the handlebar stem to its upright position.
2. Push the clasp down firmly so that it is locked in position. You should have to use enough force such that the clasp leaves an imprint in your palm. Pull on the clasp with your hand to confirm it is locked and the handlebars cannot fold.
3. To unlock the latch pull up on the silver button.
4. Pull the clasp while still holding the button up. You may now fold the stem.



Frame

1. To unfold the bike frame, grab the handlebar stem and rear end of the bike while standing near where the battery is exposed. Lift the bike slightly off the ground and swing the bike to its closed position.
2. Push down on the clasp firmly until it locks into position. You should have to use enough force such that the clasp leaves an imprint in your palm. Pull on the clasp with your hand to confirm that the clasp has locked and the frame cannot fold.
3. To unlock the bike frame and return it to the folded position, start by sliding the switch to the right.
4. Pull the latch while still holding the switch to the position. You may now fold the bike.



Pedals

1. To fold the pedals push in slightly.
2. Continue pushing down while raising it into its folded position.
3. The pedal will click into place once in the folded position.
4. To unfold the pedals, push the pedals down until you hear an audible click as they lock into the unfolded position.



PREPARING TO RIDE

- **Ensure all components are properly secured before riding otherwise serious harm or death could occur.** Refer to the table of contents at the beginning of this manual for the page number of this section. **This includes but is not limited to: pedals, handlebars, handlebar clamp, cranks, seat, and seatpost clamp.**
- Make sure you can't twist the seat or stem out of alignment by hand.
- Check to see if your saddle is positioned at the proper height. Sit on the saddle facing forward and place the ball of your foot on the pedal at its lowest point. Your leg should be mostly straight at this point with a slight bend at the knee. You should be able to pedal the bike without overextending your leg when the pedal is at its lowest point. Your legs may be overextended if it causes your hips to move side to side, which means the seat must be lowered. To start, adjust the saddle so your feet can still be placed firmly on the ground.
- Check your seatpost clamp and handlebar stem quick releases torque. They should be tight enough so that they do not twist or fall down when the bike is in use. Unlatch the quick releases and tighten by turning the bolt clockwise. Make sure both quick releases are tightened to the torque listed in the Recommended Torque Values section of this manual. The page number of this section can be found by referring to the table of contents at the beginning of this manual.
- To adjust your seat up or down, unlatch the seatpost clamp. Move the seat to the desired height and close the seatpost clamp. The open and closed positions of the seatpost clamp are shown below (open position on right, closed position on left).



- Ensure both your seatpost and handlebar stem are inserted past their minimum insertion points as indicated by the markings on them. Ensure your seatpost are not past the suspension on it. These markings are shown below. **Failure to insert past the minimum insertion point will place undue stress on these components increasing the risk of sudden failure potentially resulting in harm, injury, or death.**

- If you need to adjust the angle of your seat or the position of the seat on the rails, loosen the nuts on both sides of the seat, move the seat to the desired angle/position, then tighten the nuts. The nut's location is shown below.



- Ensure all cables and connectors at the front of the bike are securely connected or certain components may not work including the front light, the motor inhibitor switches, LCD display, and throttle. The motor inhibitor switches shut the motor off as soon as the rider hits the brakes. **If these switches are not operational it will take longer to slow down which in some riding situations could cause injury or death to the rider. If you have installed any accessories make sure they do not interfere with all cables and connectors when turning the handlebars.**

BATTERY

OPERATING YOUR BATTERY

Your bike comes with a 48V lithium ion battery. The location of the battery is located underneath the saddle. Each battery has a unique set of keys that are used to turn it on/off as well as keep it unlocked/ locked to the frame. When the battery is set on the base, the keys can be inserted through a hole on the battery. The location of this hole can be seen in the photo below.



The battery has 3 positions: UNLOCKED, OFF, and ON. These positions are marked on the battery.



To turn on and off the battery

1. If it is not already, fully insert the battery into the battery bottom base with the keys removed while the key position shows Unlocked. At this time, the locking pin will be retracted.
2. **Key position shown: Unlocked**
Insert the keys into the battery through the hole in the bottom of the frame. At this time, the locking pin will be retracted.
3. **Key position shown: Off**
Twist the keys to the position shown Off, and the locking pin will move out to protrude through the battery track. In this position, the battery will be locked to the frame but the power will not be active.
5. **Key position shown: On**
Twist the keys to the position shown On, and the locking pin will move out to protrude through the battery track. In this position the battery will be locked to the frame, the power will be active, and **the key will be locked into the battery so it cannot be removed. The keys must be turned to the ON position for your bike to work.**



To unlock the battery and remove it from the battery base, follow the steps listed above in reverse order. Be sure to switch the keys to Unlocked and remove the keys from the battery before removing the battery from the bike. If the keys are still at position Off or On, it will prevent it from being removed from the battery case.

KEEPING YOUR BATTERY HEALTHY

- If you know you won't be using the battery for more than a few days, keep it charged at about 75% capacity. At 75%, the battery will degrade less than at higher charge levels.
- Periodically check your batteries charge level about once per month and charge back up to 75% if necessary.
- If you want to increase the number of cycles your battery will last for, charge your battery to 100% a few hours before you plan to ride it. For example, if you ride the bike and the charge level falls to 50% but you plan to use the bike again in a few days, wait until the night before you plan to use it again to charge it up to 100%. When the battery is not in use this is healthier for the individual cells in the long term.

CHARGING YOUR BATTERY

Locate the charge port on the the battery. The battery on the WILDEWAY electric bike comes with almost a full charge. You should plug your battery in when you first receive it to ensure it is fully charged prior to your first ride.

- Do not leave your battery unattended while it is charging.
- The battery can be charged while attached or detached from the bike.
- Do not charge the battery with chargers other than the charger provided by WILDEWAY eBikes.
- Only charge the battery indoors in dry spaces which are not excessively hot or cold (Within 10°F of room temperature).
- Ensure there is no dirt, debris, or flammable items nearby when using the charger.
- The charger will automatically stop charging once the battery reaches its full capacity.
- The light on the charger will be red when the battery is charging and will turn green when charging has finished.
- Avoid leaving the charger plugged in when the battery is fully charged.
- Do not charge the battery if you notice the battery is damaged, excessively hot, leaking, smells, or is discolored.
- Charging the battery should take approximately 4-8 hours if the battery is mostly empty.
- Store the battery indoors in a dry space, away from heat or flame sources and out of direct sunlight.
- The charger may get hot (>165°F) when charging. Use caution and avoid touching the body of the charger.

BATTERY SAFETY

- **Do not submerge the battery in liquid of any kind.**
- **Do not touch the terminals at the back of the battery.**
- Turn off the battery when not in use and before removing from the bike.
- The battery should not be excessively difficult to attach or remove from the battery mount. Do not force the battery to avoid the risk of damage or personal injury.
- Battery charging times may increase with battery age and usage.
- Only grab the charger by the plug and not the cable when plugging and unplugging from the wall.
- **If the battery has trouble charging, discontinue charging and contact WILDEWAY eBikes immediately.**

When your battery has worn out and is no longer usable, dispose of your battery according to state and federal regulations. State regulations regarding battery disposal vary so it is important you find out the rules in your state. Lithium Ion batteries cannot be put in with normal garbage.

Lithium Ion batteries can be dangerous. Take care when using and charging your battery. Failure to follow the above guidelines could result in damage to property and/or serious injury. Contact WILDEWAY eBikes immediately if you have any questions regarding battery safety.

OPERATING YOUR NEW EBIKE

Make sure you read this entire manual before turning on and operating your eBike.

Now that your eBike is unfolded it is almost time to start riding. The WILDEWAY eBike is equipped with pedal assist, a twist throttle, and can also be used as a regular bike.

To use electric assist, the battery must be charged, inserted into the battery case, and the key must be in the battery and turned to the ON position.

COCKPIT TOUR

Before learning about how to operate your new eBike, it is important you know where all of the important controls are located. Below are photos showing where key controls and features are on your eBike.

Cockp



YOUR FIRST RIDE

To use your electric bike:

1. Read the entirety of this manual before taking your first ride. Especially the Safety, Folding and Unfolding the Bike, Preparing to Ride, and Operating Safety sections. The page number of these sections can be found by referring to the table of contents at the beginning of this manual.
2. Check that the tire and the tire bead are seated just inside the rim. Inflate your bike tires to a pressure that is within the recommended range printed on the side of the bike tire sidewalls. When inflating, gradually inflate in 5-10PSI increments while checking to make sure the tire bead is fully seated on the rim. If you notice the tire bead is not fully seated at any point during inflation, deflate the tire completely and reseal the tire bead before reinflating.
3. Check your seatpost clamp and handlebar stem quick releases. Unlatch the quick releases and tighten by turning the bolt clockwise. The page number of this section can be found by referring to the table of contents at the beginning of this manual.
4. Ensure both your seatpost and handlebar stem are inserted past their minimum insertion points as indicated by the markings on them. Reference the Preparing to Ride section of this manual for photos and complete instructions. Failure to insert past the minimum insertion point will place undue stress on these components increasing the risk of sudden failure potentially resulting in harm, injury, or death.
5. Check to make sure your frame folding latch and handlebar folding latch are locked. Reference the Folding and Unfolding the Bike section of this manual for photos and complete instructions. The page number of this section can be found by referring to the table of contents at the beginning of this manual. Double check to make sure both latches are secure and locked before riding. Failure to do so may result in the bike folding while in use potentially causing serious harm to the rider.
6. Ensure your battery is fully charged before your first ride.
7. If the battery is not already placed at the battery base, slide it on the base and lock it in position. Make sure the battery is all the way set at the base. Once the battery is secured set, insert the key into the battery via the port on the battery. See the Battery section of this manual for further information on the operation of the battery

8. Set the battery on the battery case and turn it to the ON position. You will not be able to remove the keys from the battery in this position.
Note:
 - The key has to be inside the battery and turned to the ON position in order to operate the bike. In this position, you will not be able to remove the key from the bike. See the Battery section of this manual for further information. The page number of this section can be found by referring to the table of contents at the beginning of this manual.
 - Before transporting the bike on a bike rack, remove the battery from the bike.
9. Hold down the power button on the button pad located on the left handlebar until the display comes on.
10. Select a level of pedal assist using the plus and minus buttons on the button pad. Pedal assist level 1 is the lowest level of assist and pedal assist level 5 is the highest level of assist. Level zero will provide no assistance.
11. Turn off the power when the eBike is not in use. This will prevent accidental motor engagements from occurring.
12. The right handlebar features a thumb throttle. Press the throttle slowly according to how much speed and acceleration you want to achieve. The deeper you press the throttle, from its resting position, the more power propels the bike forward. When the eBike is at a complete stop, turn the display off. This will ensure that the motor will not activate until the display is turned back on and the rider is ready to go.
(Note: Exercise extreme caution using the thumb throttle. When at a complete stop with the bike turned on, be careful not to press the throttle unknowingly or the bike could throw you off balance and cause serious harm, injury, or death.)
13. To turn on the headlight and tail light, press the light button on the right side of the button pad. The battery must be inside the bike.
Use caution to not engage walk mode unknowingly. This mode is engaged by holding the minus button on the display control pad and will engage the motor up to a walking speed.

FRONT AND REAR LIGHTS

The WILDEWAY electric bike comes with fully integrated front and rear lights. WILDEWAY eBikes strongly recommends using these lights when riding at night or in low visibility situations. To turn the lights on, hold the light button on the on the right side of the display control pad until the lights turn on. To turn the lights off, repeat.

WALK MODE

In general, electric bikes are heavier than their non-electric counterparts. This makes walking the bike a more strenuous activity. To make walking the bike easier, the WILDEWAY electric bike is equipped with walk mode. If you hold down the “ - ” button on the display control pad, the motor will engage at a speed similar to a slow walk. When walk mode is engaged, a “Walk” indicator will appear on the display. To deactivate walk mode, Loosen the “ - ” button. Walk mode can be toggled on or off in the settings menu. See the Display Settings section of this manual for instructions.

OPERATING SAFETY

Before riding the bike for the first time, ensure that you have read and understood this manual. Make sure you understand how to turn on and activate the pedal assist and throttle. When first riding the bike, take care to start slowly in a low level of pedal assist. Take your first ride in a safe area away from cars, other bikers, pedestrians, or other potentially dangerous obstacles. Only move up pedal assist levels when you feel comfortable and you have ample experience riding the bike. The higher pedal assist levels will accelerate you to higher speeds more quickly. Take care when riding the bike at any speed. **Failure to adhere to warnings and guidelines in this manual can lead to serious harm, injury, or death.** Damage sustained by the bike from failing to follow instructions, guidelines, and warnings in this manual is not covered under warranty.

Do not lean on the bike when it is parked and the kickstand is in use.

7 SPEED GEAR SYSTEM

The WILDEWAY electric bike comes with a 7 speed freewheel (Note: the freewheel is the cluster of sprockets on the rear wheel of the bike). This allows the rider to maintain a comfortable level of effort and pedaling speed throughout different terrains. For instance, while pedaling in lowest gear (the largest sprocket), it will be easier to pedal up hills. In the highest gear

(the smallest sprocket), the rider will be able to reach higher speeds on flat or downhill terrain. 1st gear is the lowest gear of this drivetrain, while 7th gear is the highest gear. Use the thumb shifter on the right handlebar to shift gears up or down. To shift up, press the lower button marked with the “ + ” sign. To shift down, push the lever on the top of the shifter marked with the “ - ” sign. A photo of the shifter can be seen in the photo below.



Only change gears while the bike is in motion. Shifting gears at a standstill may damage the drivetrain. Do not change gears too quickly as doing so could cause the chain to fall off and the rider to lose control, which could result in serious injury. If the chain falls off, turn the bike off before fixing the chain. If you do not, and the motor turns on, you could sustain serious injury.

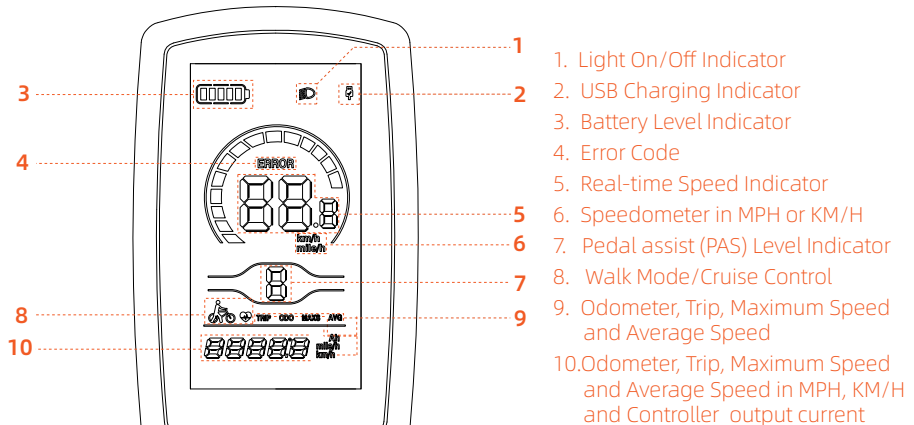
DISC BRAKES



The WILDEWAY electric bike is equipped with disc brakes to ensure that you can stop quickly, even at high speeds. The brakes are engaged by squeezing the brake levers towards the handlebars. This pulls the brake cable, which closes the brake caliper. The brake caliper then makes contact with the brake rotor which is attached to the bike wheels. The more you squeeze the brake lever, the more force will be applied and thus the faster the bike will slow down. The left brake lever activates the brake on the front wheel and the right brake lever activates the brake on the rear wheel. The right brake lever should always be applied before and while the front brake is also being applied. **If only the front brake is applied while slowing or stopping quickly, the rider may be ejected over the front handlebars. This could result in serious harm, injury, or death. To avoid this, always apply even pressure to both brakes when slowing down or stopping.**

Before riding, ensure the brake lever does not touch the handlebars when fully applied. If it does, screw or unscrew the barrel adjuster to increase tension in the brake cable. If this does not fix the problem, take the bike to an experienced bicycle mechanic for further adjustment.

Note: Disc brake rotors will become hot during use and will stay hot for a short period after use. This is due to the high amount of friction between the brake pad and the rotor. Ensure you do not touch the disc rotor right after use.

LCD DISPLAY FUNCTIONS



1. Press the “” button to turn on front/rear lights. The brightness of display will automatic lower.
2. Press “+/-” button to increase or decrease the pedal assist level(PAS). When set to higher numbers, the motor will come on stronger. On lower numbers, it will be more gentle. Level 0 is with no power. The default setting is Level 1.
3. Press “i” button to toggle Trip, Odometer, Max speed and Average speed.
4. Long press “+” button to enter cruise control mode. After “” shows on the display, press and hold the throttle for about 8S to activate cruise control. Long press and hold “-” button to activate walk mode. The bike will walk at a speed of 6km/h. Release “-” button to exit the walk mode.
5. This battery indicator shows the estimated charge level left in the bike’s battery. Each bar indicates an approximate 20% charge. The battery display will flash when there is no charge remaining.

Error Code	Definition
E021	Abnormal current
E022	Handlebar failure
E023	Default phase of motor
E024	Hall element failure
E025	Brake failure
E030	Communication failure

SAFETY

Helmets and Local Laws

Always wear a helmet when riding your eBike. Ensure that the helmet fits your head and is securely tightened down. Before riding, read local laws and comply with all rules relating to cycling and eBiking in your area. If you attach a seat for children to the bike, they must also be wearing a properly fitted helmet at all times.

Pre-ride Safety Check and Inspection

Before each ride, make sure to inspect your eBike to ensure there are no loose fasteners or accessories. Make sure to specifically check that both the front and rear axles are secure. Also make sure both the handlebars and the handlebar stem are not loose. Check the tire pressure of both wheels before riding to ensure the tires are inflated to the recommended pressure printed on the side of the tire walls. Pull the brake levers to make sure your brakes are working properly and adjust if necessary. Ensure both your seatpost and handlebar stem are inserted past their minimum insertion points as indicated by the markings on them. **Make sure that both the handlebar latch and frame latch are fully closed and locked.**

Riding in Wet Conditions

This electric bicycle can withstand light rain and small splashes, but is not designed to be subjected to inclement weather, extremely heavy showers, or submersion in water.

Use caution when riding in wet conditions as it will take longer to use the brakes to slow down, and also when turning as the tires may slip. The electrical components on the bike are not waterproof. The entire bike has an IP rating of 65. Water damage is not covered under warranty.

Riding at Night

Riding at night comes with more risks than riding during the day due to decreased visibility so riders are encouraged to exercise increased caution. Before riding at night, make sure that reflectors are installed on your eBike. For increased visibility, also ensure the front headlight and rear tail light are turned on and adjusted such that other people on the road can see them clearly. Riders should wear bright colored clothing at night.

Max Weight

The bike can safely carry a total weight of 330 lbs. If the rear rack is attached to the bike, the max weight it can hold is 110 lbs. Failure to adhere to these weight limits may invalidate your warranty, cause damage to the bike or rack, or cause serious injury to the rider. Note range and top speed will be affected by total weight being carried by the bike.

WARRANTY & DISCLAIMER

WILDEWAY eBikes should be operated in accordance with the WILDEWAY eBikes owner's manual provided with the bike.

WILDEWAY eBikes warrants to the original registered purchaser that WILDEWAY eBikes shall be free from all defects in material and workmanship for a period of 12 months from the date of shipment, when used in accordance with the owner's manual and for the purpose intended. All other obligations and conditions or liabilities, including obligations for consequential damages, are hereby excluded. The warranty is nontransferable and only applies to the original owner. This warranty gives you specific rights and purchasers may also have other rights, which may vary by location. Damage caused by failing to adhere to instructions and warnings issued by WILDEWAY electric bike is not covered under warranty. Warranty parts will only be shipped within the continental United States and China. Parts covered by the warranty: **frame, forks, stem, handlebars, headset, seat post, saddle, brakes (excluding brake pads), rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display (excluding damage due to water)**. The battery warranty does not include damage from power surges, use of 3rd party charger, improper maintenance or other such misuse, normal wear, or water damage (including rust). Accessories sold on are not covered under warranty (except in cases of shipping damages).

Stolen bikes are not covered under warranty. Necessary precautions must be taken to ensure the bike and battery are not exposed to severe weather conditions. Exposure to very wet, hot, or cold conditions may void the warranty. We will replace any parts deemed to have been, damaged during shipping. Shipping damage must be reported to WILDEWAY eBikes within 14 days of shipment arrival. This applies to all products including bikes and accessories. You will NOT be refunded as compensation for your time or efforts replacing damaged parts. Replacement parts will not be sent until photographic evidence has been provided to WILDEWAY electric bike. WILDEWAY eBikes may request additional documentation (such as video) to assist with accurately diagnosing the problem and processing the warranty claim. Most warranty parts are fulfilled 1-10 business days after the request is put into our system by a customer service representative. Warranty parts are sent using USPS, or FedEx depending on the size of the part. Warranty parts will not be expedited. Items including the chain, tires, wheels, tubes, battery handle, brake pads, cables and housing, grips, and spokes are considered wear items. These items wear down with normal use and are not covered under warranty. You are responsible for replacing and maintaining these wear items. Any unauthorized alterations or repairs are not covered and may void this warranty. For warranty services, please contact WILDEWAY electric bike online support by email at Bikes or parts returned without proper documentation may result in delayed service or denied warranty coverage. Warranty return shipping costs along with duties and taxes are the responsibility of the claimant. All unauthorized returns will be refused.

Note that your insurance policies may not provide coverage for accidents involving WILDEWAY eBikes. To determine if coverage is provided, you should contact your insurance company or agent. Damage as a result of an accident is not covered under this warranty, and WILDEWAY eBikes is not responsible for repair or replacement of damaged bikes or parts. WILDEWAY electric bike reserves the right to change its warranty at any time and without notice.

Bike Performance Disclaimer

The bikes listed range and top speed are estimates (not guarantees) of expected performance. Performance will vary with rider weight, cargo weight, rider /cargo shape (both contribute to drag), terrain, tire pressure, brake adjustment, throttle vs PAS usage, pedal power, battery charge level, ambient temperature and wind conditions. Under certain conditions it is possible to get ranges and top speeds that are different from the listed estimates.

Liability Disclaimer

Riding any kind of bicycle comes with inherent risks and dangers that cannot be predicted or avoided. These dangers could result in a serious accident, injury, or death of the rider. It is the sole responsibility of the rider to become properly educated and prepared to ride safely. Once in possession of the bike, WILDEWAY eBikes strongly encourages and recommends that all customers have a certified and reputable bicycle mechanic complete a full inspection of each component on the bicycle to ensure it is safe for operation. WILDEWAY electric bike makes no claims or guarantees that the brakes, battery, frame, motor, motor controller, LCD display, electrical cables, electrical cable housings, fasteners, grips, fork, stem, shifters, headset, seatpost, seatpost clamp, handlebar stem clamp, saddle, wheel hubs, handlebars, spokes, rims, tires, tubes, derailleur, freewheel, cassette, throttle, kickstand, lights, reflectors, hardware, bottom bracket, or any other part or accessory, will be properly secured and adjusted upon arrival. Before every ride fully inspect your bicycle to ensure everything is secured and adjusted properly. Under no circumstances is WILDEWAY eBikes responsible for any damage resulting from damaged, defective, or improperly secured parts. This includes, but is not limited to, damage to personal property, personal injury, or death.