

P14

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P14 SPECIFICATIONS

- Max Supported Weight: 265 lbs
- Min. Supported Weight: 70 lbs
- Max Speed: 15 mph
- Max Range: 20 miles
- Motor Power: 350W
- Battery Voltage: 36V DC Lithium Battery
- Battery Capacity: 7.8Ah
- Twist Throttle: Yes
- Front Fork: Rigid Steel Fork
- Tire Size: 14 inch
- Brake Type: Front & Rear Disc
- Use only battery model: JT-ESB10-22
- Use only charger model: XHK-800-4215
Charger manufacturer: SHENZHEN XIN HENG TYCO ELECTRONICS CO.,LTD.
- Charge Rating : Input :100-240V~,50/60Hz 2.0A MAX.
- Output : 42V 1.5A.
- Charger Temperature Range: 32°F - 77°F
- Operate Temperature Range: 32°F - 104°F
- Min user age: 15 years old

The following instructions are applicable to the basic user manual. Please pay special attention to Warnings or Notes as published in this manual. For your cycling safety, please read this manual carefully before using your P14 electric scooter to make sure you can ride comfortably and correctly.

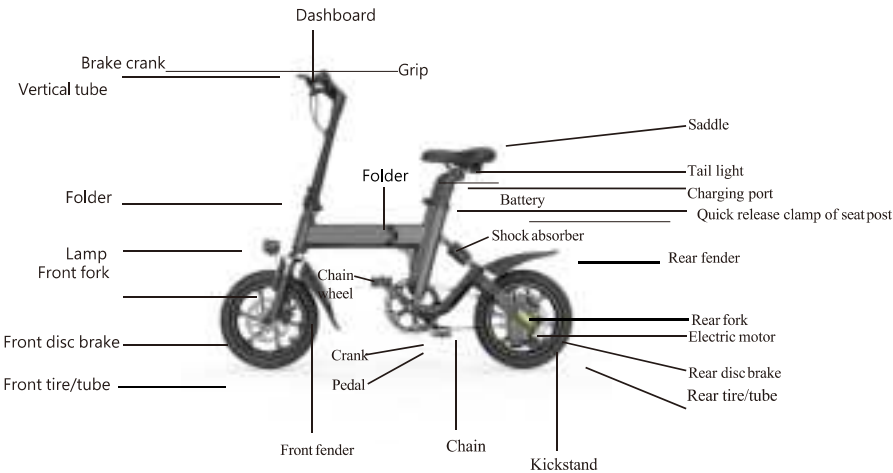
PRODUCT CONFIGURATION

Main parameters

Item	Parameters
Frame material	Aluminum alloy
Size of wheel	14 inch
Max. load bearing	265lbs
Max. speed	15mph (24km/h)
Brake system	Front and rear disc brake
Battery type	Lithium battery
Battery specification	7.8AH
Charging time	3-4h
Model type of electric motor	350W
Rated power of electric motor	350W
Rated voltage of electric motor	36V
Waterproof rate	1px4
Net weight	46.6 lbs
Gross weight	55.1 lbs
Unfolded size (L×H)	1267.6mm*1051.6mm
Folded size ((L×H)	31.5inch * 23.6inch
Package size ((L×W×H)	51.2 * 8.3* 25.6inch
Center distance of front and rear wheel	37.4inch

Note: Above data is measured on an average of combined factors consistent with weather and temperature, road environment, load size, etc. that will directly affect the running mileage.

Schematic diagram and parts list



Note: Details of some parts of bicycle may differ from the schematic diagram, the physical product shall prevail.

Parts list

User manual ×1 Charger ×1 wrench × 4 screw x 4

Get ready for bicycle riding

1. Please carefully read the manual to understand the performances and pertinent requirements before riding. Please find an open place with flat ground to ride firstly and go to the main road for riding after completely understood how to operate the bicycle.
2. Check the state of the bicycle: check the brake, tires, air pressure, handlebar, folding clasp, dashboard, battery and other parts to make sure that the bicycle is in good condition.
3. Check the electrical system: After power is on, check and make sure that the indicator lights on the dashboard function well. Make sure that the horn and lamps function well. Make sure that the battery is sufficient to complete the range, otherwise, please charge firstly.
4. Check the brake system: Make sure that the brakes and the power-off after brake function well, otherwise, please do not ride and contact after-sales department.
5. Please make sure that the folding clasp and quick release clamp are locked tight to ensure the safety of driving.

INSTALLATION INSTRUCTIONS INSTRUCTIONS D'INSTALLATION

1. How to fold the frame: Press down the red safety button and pull the folding handle and rotate 180°, then fold the frame in the middle.
2. How to fold the head tube: Press down the red safety button and pull the handle outward and fold the head tube downward.



Figure 1

Figure 2



Figure 3

Figure 4

Figure 5

Dashboard function and how to switch on and off



1. Long press the "on/off" key to open and shut down, the buzzer has a "drop" sound when starting up, and the bike will automatically shut down after 10 minutes without operation;
2. Press 1 "on/off" key to switch the headlight taillight, the taillight flashing when braking has nothing to do with whether the light is turned on;
3. Press the "on/off" button twice to change the gear, when changing the gear, the instrument will flash the corresponding number of gear, 0-7MPH in the 1 gear, 0-11MPH in the 2 gear, 0-15MPH in the 3 gear,(the default is 3).;
4. Press the "on/off" button 3 times to switch the kilometer and mile display, and the speed after switching kilometers is 0-12km in P1 gear, 0-18km in P2 gear, 0-24km in P3 gear (default miles);

5. Press the "on/off" button 4, the buzzer "drop" sound can be turned on or off the cruise control. When the cruise control is turned on, the throttle will continue to work for 7s.
6. Press 5 to press the "on/off" key. The buzzer "drip" sound can turn on or off zero start and non-zero start, (non-zero start by default);
7. Hold the brake and press 6 "on/off" keys. The buzzer "drop" sound can lock or unlock the bike. When locking the bike, the instrument displays "P" letter and other ICONS are not lit, and the motor is stuck and cannot ride;
8. Hold the brake and press the "on/off" button 7. The buzzer "drop" sounds to clear the total mileage;

Fault warning Code description (Indicator light inside the controller)

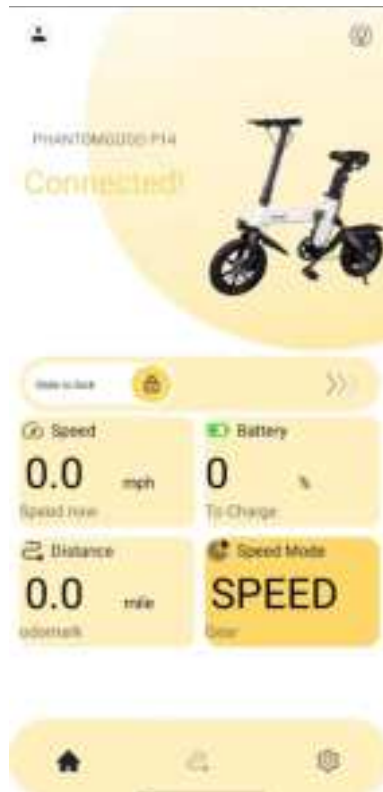
- E0: The communication is faulty
- E2: rotary bar failure
- E3: Brake failure
- E4: MOS fault and overcurrent protection
- E6: blocked rotation protection
- E9: Overtemperature protection

Bluetooth function and APP usage instructions

1. After scanning the QR code to download and install, Android users need to open the full permission of the application in (system Settings -- application Settings) to operate the scooter through the APP;
2. Open the APP, click Add device, open Bluetooth search in the upper right corner, Bluetooth name "phantomgogoP14" and add complete, the icon will not light up when the connection is not connected, and will be steady on after the connection is successful; The application interface displays the scooter information and completes the Bluetooth pairing. After the pairing is successful, the scooter information is automatically saved and automatically connected next time.



APP INSTRUCTION



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1. Contact Us
Email: cs@phantomgogo.com
Phone Number: [Your Number Here]
2. Light Control
On/Off Switch: Press once to turn on the light; press again to turn off.
3. Scooter Lock
Lock/Unlock: Slide right to unlock; slide left to lock.
4. Remaining Range
Estimate Distance: View estimated remaining distance based on battery level and driving conditions.
5. Battery Level
Display: Shows remaining battery percentage in a large, easy-to-read font.
6. Distance
Accurately tracks the entire distance the scooter has traveled since its initial use.
7. Start Mode Selection
Modes: Choose from Normal, Eco, and Sport modes.
8. Map
Data: Access detailed journey data, including distance, duration, and speed.
Past Journeys: Review and share previous rides.
Real-Time Tracking: Track your rides with live location updates.
9. Settings
Cruise Function: Enable or disable automatic speed maintenance.
Slide Go Sensitivity: Adjust the sensitivity for how the scooter responds to your body movements.
Power Saving: Toggle to conserve battery life and extend range.
Unit of Measurement:
Metric: Kilometers, meters per hour.
Imperial: Miles, miles per hour.
Reset Device:
Reset All Settings: Restore factory defaults.
Reset App Data: Clear app data, preferences, and saved information.

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How to dismantle and install battery

1. The power cord must be unplugged before dismantling and installing battery, as shown in figure 1 and 2.



Twist the blue rotary knob clockwise
Figure 1



Unplug the powercord
Figure 2

2. Unfold the quick folding clasp on the seat post clamp, as shown in figure 3 and figure 4, then, pull out the battery.

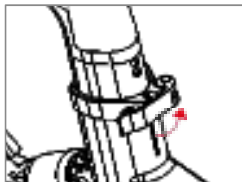


Figure 3

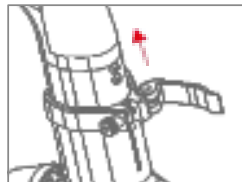
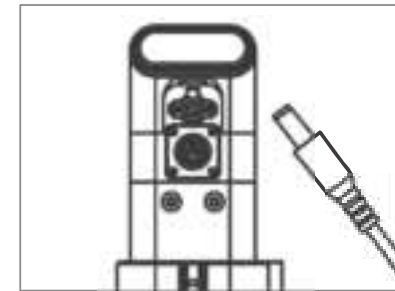


Figure 4

Charging and battery protection

1. How to charge



1. Before using the charger for the first time, please carefully check the rated output voltage and make sure that it conforms to the battery voltage, meanwhile, please make sure that the input voltage of charger conforms to the voltage of power grid.
2. During charging, please place the charger at place with good ventilation stably and insert the output plug of charger into the charging hole, then, insert the power plug of charger into AC outlet of 220v50Hz. Make sure that the input power plug and AC outlet completely and reliably contact with each other.
3. When the indicator light of charger turns red into green, it means that the battery has been fully charged. It is better to charge 3-4 hours each time (6 hours at most).
4. After charging, the input plug of charger should be unplugged firstly and then, remove the output plug connected to the electric bicycle. It is forbidden to connect the charger to the functioned power socket without charging for a long time.

Precautions for battery protection

1. Restricted by the characteristics of lithium battery, it is better to fully charge the battery, namely, the indicator light of charger turns into green from red. It is advised to avoid over-charge and over-discharge.
2. Please do not place any articles on the battery and charger while charging, otherwise, severe consequence may occur due to the overheat of charger.
3. Please charge the bicycle with original charger. Otherwise, the battery will not be covered by the warranty policy. Meanwhile, the company shall not be held liability for any resultant consequence of any problems related to safety.
4. You can charge the battery whenever necessary. The battery performance may be compromised if you do not charge in time while the battery is low and the service life may shorten. The correct use and maintenance can ensure that the battery can maintain about 80% of capacity after 500-time charging and discharging of the battery, however, it is inevitable to avoid the decrease of overall capacity of the battery.
5. If the battery remains in a low electricity state, the performance may permanently compromise. If you need to storage your battery for a long time, please keep it in a cool and dry place. The temperature should be 50 °F – 69.8 °F and keep it from direct sun exposure. Make sure to charge once every 30 days, in doing so, the service life of battery can be extended and the performance can be maintained.
6. Please avoid intentional short circuit of battery, otherwise, severe consequence may occur. All the damage of charger caused by improper use will not be covered by warranty policy.
7. When the service life of battery is up, please do not dispose it along with the household waste and please dispose it according to local recycle regulations.
8. In case of any questions about the use, maintenance, and storage of battery, please contact customer service at any time.

WARNING!

ATTENTION!

Operating Instructions

INSTRUCTIONS D'UTILISATION

1. The front and rear wheel should be at the center of front and rear fork or frame. The tension of each spoke of rim should be approximate and should maintain the rim in a regular circle. Bounce or offset should be avoided. In case of spoke loss or fracture, the rim will not be unhindered, please seek help from professional technician for commissioning
2. The rim must be smooth, otherwise, the riding resistance will be increased or it will be risky.
3. High-quality driven chains have been equipped with the bicycle, please keep them clean. Grease should be applied frequently to continuously lubricate the chains.
4. Please frequently check whether there is abrasion for the brake pad to ensure the safety during riding.
5. Please avoid riding in wet, rainy, or snowy weather. If it is not avoidable, please remember to keep further brake distance than normal condition and please ride slowly. Make sure to keep distance with other vehicles so that you can brake in time.
6. Please check the tires frequently and see if there are places with scratches, cracks, or excessive abrasion. The inner tube and the air nozzle should be vertical. The cover tire with damage or excessive abrasion should be replaced immediately. Please seek help from professional technician to replace the cover tire. In case of air leak due to the accidental puncture of tires, please contact professional technician to repair or replace.
7. Do not modify or attempt to repair the electric bicycle system. It is forbidden to modify or retrofit the frame, front and rear fork, vertical tube, and parts of electrical function. In case of any damage, the original parts must be replaced, otherwise, the repair, refund and replacement services should not be provided and the resultant liabilities or damages should be undertaken by yourself.
8. Regular maintenance should be conducted at the professional maintenance store so that your bicycle can be in a good and safe condition.
9. Charging of the eBike shall only be performed with the manufacturer's recommended charger. It is strictly prohibited to use other chargers. Charging the battery with an incompatible battery charger may result in electrical fires, explosion, severe burns or electrocution.
10. Charge temperature range: 32~77°F. Discharge temperature range: 32~104°F. Do not store batteries at temperatures above 45°C / 113°F or below -20 °C / -4°F.
11. The E-Bike should be stored in an environment with a temperature range of 32~104°F), a humidity of 0~85%RH, and no corrosive gases.

Common faults and solutions

Type	Possible reason	Solution
No power output after starting the bicycle	No power supply	Battery is under voltage. Please charge the battery.
Insufficient range of riding	1. Insufficient charging of battery 2. Insufficient tire pressure 3. Frequent brake, start or overload riding 4. The aging or normal attenuation of battery The ambient temperature is too low and the battery capacity attenuated	1. Charge the battery in time 2. Check the tire pressure and blow up the tire if necessary 3. Keep good riding habits 4. Replace the battery
Fail to charge the battery	1. The plug of charger was not well connected 2. The battery temperature is too low or too high	1. Check the plug and make sure that it is well connected 2. Restore the battery to the charging temperature
No display on dashboard	1. No power supply 2. Damage of battery converter 3. Dashboard fault	1. Charge the battery in time 2. Contact customer service to replace the dashboard
Turn on the power and rotate the grip shift, but electric motor fails to actuate	1. The bicycle is under brake state 2. Fault of on/off button on dashboard	1. Check whether the brake crank is under brake state 2. Contact customer service to replace the dashboard

Precautions for riding

1. It is forbidden for person under 15 to ride and it is forbidden to ride with person.
2. The maximum load bearing of the bicycle is 265lbs. Overload is forbidden.
3. Before riding, please carefully check whether the folding clasps have been fastened. Make sure that it has been fully charged and the tire pressure is normal. Please check the distance and intensity of brake. The left brake crank should correspond to rear brake and the right one should correspond to front brake. Please firstly pinch and then brake while riding, in particular the emergency brake.
4. During riding, please wear safe and qualified helmet with proper size. If you lend the bicycle to another person, please make sure that they will wear the helmet mentioned above.
5. While stop for waiting, please hold the brake tight.
6. Please turn off the power when push the bicycle to avoid personal injury to you and others as well as damage of bicycle.
7. Please follow the traffic laws and regulations. It is forbidden to ride on the motorway. Please do not ride on the wrong side of the road and do not run the red light.
8. It is forbidden to ride with single hand or no hand holding the handlebar. It is not allowed to use for off-road riding, jumping or race.
9. The reflectors required by the national standard have been mounted in the factory. Please keep them clean and bright and do not remove them without authorization.
10. In case you need to ride at night or at a low visibility, you can purchase lighting equipment.
11. The range depends on the charging condition of battery, tire pressure, selected gear, weight of rider, terrain, and other factors, such as, whether you frequently start or stop the bicycle.
12. Please pay attention to the maintenance of the electric bicycle to keep the good condition.

Service directory

1. Warranty policy

a. The repair, refund and replacement service will be provided by the company against

warranty card and purchasing voucher. They will be taken as the proof to enjoy the after_x0002_sales service, please keep them properly and will not re-issue in case of loss.

b. In case of fault that out of service range or out of service period, the company shall

be responsible for the after-sales service with a corresponding charge.

c. In case of replacement for the battery that exceeds the service period, the company

shall sell it at a price for part. The used battery shall be disposed by the specific recycle

company. Do not dispose optionally to keep safe and avoid environmental pollution.

2. Disclaimer

The company shall reserve the right for the final interpretation and change of the user

manual. Model, specification, function, or other contents are subject to change without

prior notice.

3. Contact us

You are welcome to contact us about questions related to riding, maintenance, and safety.

Please call the customer service hotline for enquiries regarding to address of maintenance center or any other questions

CHARGING

- The charging port is located under the **P14** baseboard.
- Plug the charging cable into the charging port.
(Make sure the connection is dry)
- The indicator LED of the charging adapter turns red when charging and turns green when the battery is full. Please stop charging when it is full to prevent battery life from deteriorating. Please use the batteries, chargers and cables supplied by the original manufacturer to prevent the battery from being overcharged.
- When finished charging, close the charging flap to prevent any damage to the port.

WARNING : UN-PLUG BEFORE TURNING ON IGNITION.



Note: Please be sure to keep the port covered and free of dirt and water.

CHARGING & BATTERY SAFETY TIPS

WARNING: The P14 is not waterproof , and therefore should always be kept away from any source of water- NEVER allow the charging block, cables or cable ends to touch water. Do not handle with wet hands as it may cause electric shock. If any failure occurs during charging, unplug immediately. Do not yank or pull on the plug to the P14 or pull from an electrical socket in an abrasive manner.

- Check battery level before the first use.
 - It is recommended that the battery be recharged after each use.
 - To maximize the battery life, please charge once per month or after at least 2 days of operation.
 - Recharge the battery pack at least once per month as all batteries of every type will slowly discharge energy when left idle for extended periods of time.
- Try to keep the battery from being exposed to excessive heat or very hot temperatures.
- Please use the batteries, chargers and cables supplied by the original manufacturer to prevent the battery from being overcharged.
 - Do not allow the charger or cable to contact sharp or hot items.
 - Perform a visual inspection of the charger and charging cables regularly.
 - If the charging cable has obvious damage – do not use the charger to avoid injury or electrical damage.
 - Please do not repair the battery, the charger, or the cable independently.
 - Please ensure that the charger and charging cables are connected correctly and are free of dust, dirt, and water.
 - Prolonged exposure to UV rays, rain and elements may damage the enclosure materials, store indoors when not in use.
 - Charge Temperature Range: 32°F - 77°F
 - Operate Temperature Range: 32°F - 104°F
 - Please do not disassemble parts by yourself.

Please contact us if you experience any problems or issues.

USAGE OF THE P14 SCOOTER

- The P14 is a one-person mobility product – anyone who is under 15 years old needs to be assisted when riding.
- The P14 is only for daily recreational use and is not designed for extreme sports
- Check that the parts of the scooter are installed correctly and not damaged.
- Check that folding mechanism is locked.
- Check the battery – is the battery charged?
- Check the brakes – do they function for both front and rear wheels?
- Check the tires – make sure there are no punctures or bubbles.
- Ride with caution and always wear a helmet.
- Make sure to follow maintenance protocols. Lack of proper maintenance may void warranty.



Handbrakes
Squeeze each brake slowly to avoid stopping abruptly and losing control.

MOVING AND STORAGE INSTRUCTIONS

INSTRUCTIONS DE DÉPLACEMENT ET DE STOCKAGE

Your electric scooter can provide many years of service and fun – if you are safe and responsible when riding.

Always Wear a Helmet

Helmets significantly reduce the number and severity of head injuries. Always wear a helmet that complies with your local and state

laws when riding the **P14** or any electric bicycle for that matter. Check with your local police department for requirements in your community. **DO NOT** wear loose fitting clothing as they can get tangled in the moving parts of the electric scooter. Wear close-toed shoes. Always wear a helmet and appropriate apparel when riding. If you are unsure, check with your local state laws concerning other protective gear that may be required when riding the electric scooter.

Know Your P14 ELECTRIC Scooter

Your new **P14** Scooter incorporates many features and functions that you may not be familiar with. Read this manual thoroughly to understand how its features can enhance your riding experience.

Ride Defensively!

One of the most frequent cycling accidents occurs when the driver of a parked car opens his door into a rider's path. Another common occurrence is when a car or another cyclist moves suddenly into your path. Always be aware of vehicles around you. Do not assume that surrounding drivers or pedestrians see you. Be prepared to take evasive action or stop suddenly.

Make Sure You Are Visible to Others!

Make yourself more visible by wearing bright reflective clothing. Keep your reflectors clean and properly aligned. Use your headlight in reduced lighting conditions. Signal your intentions so that drivers and other cyclists can anticipate your actions. Use your bell when needed to make your presence known.

Ride Within Your Limits!

Take it slow until you are familiar with your local riding conditions. Be especially careful in wet conditions as traction can be greatly reduced and brakes become less effective. Never ride faster than conditions warrant or beyond your riding abilities. Remember that alcohol, drugs, fatigue, and distractions can significantly reduce your ability to make good judgments and ride safely.

Do not use your mobile phone when riding – this can cause you to be distracted – stay alert!

Make Sure Your Scooter is Well-Maintained

Follow the inspection and maintenance guidelines. Check critical safety equipment before every ride.

Storage

- Avoid storing the scooter in direct sunlight. Hot temperatures can cause damage to the battery and function of the scooter.
- Avoid storing electric scooter in wet conditions.
- When the scooter is not being used, the battery can lose power. You should test the battery at least once a month, to ensure the battery maintains full charging capabilities.
- Avoid leaving the scooter [and battery] idle for long periods of time, as this can cause battery failure.
- In winter, the batteries may lose power faster because of low temperatures.
- Inappropriate storage can shorten the life of the lithium battery life or cause other mechanical problems. Please store the electric scooter indoors in a cool and dry place.

Know the Law

Cyclists are required to follow the rules of the road. Additionally, some communities regulate the use of motorized vehicles with minimum age, requirements and necessary equipment. Check with your local police department for specific details.

Off-road Riding

Off-road riding is not recommended as the scooter tires are for street-use only. Dust and extreme impacts from off-road riding can cause electrical system problems.

Charge utile maximale: 265 LBS

Poids net: 48,5 LBS

Poids brut: 56,88 LBS

USER MAINTENANCE INSTRUCTIONS

INSTRUCTIONS DE MAINTENANCE DE L'UTILISATEUR

Cleaning

Before cleaning, make sure the scooter is turned off, unplug the charging line and cover the charging port. During the cleaning process, be careful keep the water and moisture out of charging port. Use a dry cloth or a damp cloth to clean the cables - do not spray water on the scooter or battery. During the cleaning process, be careful to keep water out of the charging port. Do not immerse the electric scooter in water as it will cause permanent damage.

Battery Recycling

Help keep the environment free of litter and harmful pollution by recycling the battery correctly - do not throw batteries in the trash - please recycle your battery responsibly. Please consult your local sanitation department guidelines for safe disposal of batteries and parts.

Tire Maintenance

Make sure the pressure of the two tires inflated correctly - do not overinflate tires and try to keep the two tires at the same pressure. The default tire pressure both tires is 36/PSI. It is recommended that any flat tires be changed by an experienced bicycle shop mechanic.

INSTRUCTIONS PERTAINING TO A RISK OF FIRE OR ELECTRIC SHOCK

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 25°C (77 °F). NEVER CHARGE THE BATTERY WHEN AMBIENT TEMPERATURES ARE OUTSIDE THIS RANGE.**
- G) CHARGING OF THE EBIKE SHALL ONLY BE PERFORMED WITH THE RECOMMENDED CHARGER.**

SAVE THESE INSTRUCTIONS

INSTRUCTIONS AYANT TRAIT À UN RISQUE D'INCENDIE OU DE CHOC ÉLECTRIQUE

INSTRUCTIONS DE SÉCURITÉ IMPORTANTES

AVERTISSEMENT – LORS DE L'UTILISATION DE CE PRODUIT, IL CONVIENT TOUJOURS DE RESPECTER DES PRÉCAUTIONS ÉLÉMENTAIRES, NOTAMMENT LES SUIVANTES:

- A) LIRE TOUTES LES DIRECTIVES AVANT D'UTILISER LE PRODUIT.**
- B) POUR LIMITER LES RISQUES DE BLESSURE, EXERCER UNE SURVEILLANCE ÉTROITE SI LE PRODUIT EST UTILISÉ À PROXIMITÉ D'ENFANTS.**
- C) NE PAS INTRODUIRE LES DOIGTS OU LES MAINS DANS LE PRODUIT.**
- D) NE PAS UTILISER CE PRODUIT SI LE CORDON D'ALIMENTATION SOUPLE OU LES CÂBLES DE SORTIE SONT EFFILOCHÉS, SI L'ISOLANT EST ABÎMÉ OU S'IL YA D'AUTRES SIGNES DE DOMMAGES.**
- E) CET ÉQUIPEMENT N'EST PAS DESTINÉ À ÊTRE UTILISÉ À DES TEMPÉRATURES AMBIANTES INFÉRIEURES À 0 °C (32 °F) OU SUPÉRIEURES À DES TEMPÉRATURES AMBIANTES DE 40 °C (104 °F).**
- F) LA PILE DOIT ÊTRE CHARGÉE LORSQUE LA TEMPÉRATURE AMBIANTE EST COMPRISE ENTRE 0 °C (32 °F) ET 25 °C (77 °F). NE JAMAIS CHARGER LA PILE LORSQUE LA TEMPÉRATURE AMBIANTE EST EN DEHORS DE CETTE PLAGE.**
- G) NE CHARGEZ VOTRE VÉLO ÉLECTRIQUE QU'AVEC LE CHARGEUR RECOMMANDÉ.**

CONSERVER CES INSTRUCTIONS.

WARRANTY

One Year Limited Warranty Bicycle Components

Phantomgogo warrants that all new Electric Bikes/Scooters that are offered for sale by Phantomgogo directly or authorized dealers and distributors are warranted to the original retail purchaser/customer against manufacturing defects in materials and/or workmanship for a period of one (1) year from the date of original retail purchase. If a part fails under normal operating conditions, then Phantomgogo will replace the part. However, the warranty is void should a bike part fail due to damage caused by rider error, abuse, or negligence or if the bike has been modified or customized.

One Year Limited Warranty Bicycle Components

Phantomgogo warrants to the original purchaser/customer that the battery is free of defects in material and workmanship for one year. The defective product will be replaced or repaired if met under certain pre-conditions. The original receipt of purchase is required to establish proof of purchase and warranty date and must be provided to Phantomgogo for all warranty claims. Shipping costs are an additional charge - the customer shall be responsible for the shipping or transportation costs incurred in returning the battery to Phantomgogo for evaluation. Shipping charges for the replacement battery that is mailed back to the customer may be waived under certain circumstances. Please contact Phantomgogo directly to determine battery replacement.

Damage During Shipping

Although damage to the bike during shipping is not covered by this limited warranty, Phantomgogo will offer to fix or replace the item damaged to the best of our ability. Damage claims are very time sensitive and it is your responsibility to notify us immediately when delivery is made and the bike/scooter is discovered damaged. The following is required to certify the delivery damage: Please inspect the bike/scooter and packaging when received. If damage is discovered, please contact us immediately.

TRADEMARK DESIGNATION:

The following trademark, trade name, or File Number may be used to identify products described in this Procedure.

Phantomgogo

- Please take a clear and focused picture of the bike damage or the box as delivered.
- If the bike is to be returned:
 - Please return the bike in the original box with packaging and delivery documents.
 - Please return the charger and keys.
 - Please do not dismantle the bike components - as best as possible, please try to repackage the bike carefully to help minimize the potential for any additional unforeseen damage during return shipping.

Contact Customer Support:

Customer Service will help determine the best possible remedy to resolve the issue with you, and they will instruct you regarding the repair or replacement of the bike:

Please contact the Phantomgogo Customer Service team Mon-Fri: 10am-4:30pm PST

- Phone: 866-570-8755
- Email: cs@phantomgogo.com

WARNING-Risk of fire - no user serviceable parts.

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

AVERTISSEMENT - Risque d'incendie - Aucune des pièces ne peut être réparée par l'utilisateur Prolongee aux rayons uv, à la pluie et aux elements peut endommager les matériaux de 'enceinte, entreposer à linterieur quand il n'est pas utilise.

US 1-(866) 570-8755

Support:

cs@phantomgogo.com

Hours of Operation:

Monday - Friday, 10am-4:30pm



Made in China

FCC Statement

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.

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. The device has been evaluated to meet general RF exposure requirement.

The device can be used in portable exposure condition without restriction.