



# ASSEMBLY INSTRUCTIONS & OWNERS MANUAL



We would like to thank you for choosing the Pedego electric bike. We believe this technology, with the benefits of electric propulsion, provides you with the perfect vehicle to increase your personal mobility.

Our brushless electric motors allow you to run errands or commute to work while saving money on gas and reducing the environmental impact on our world. It also allows the opportunity for exercise along the way.

All this and it is just plain fun to ride!

If you have any concerns, questions or suggestions about the Pedego electric bike, please contact us at **support.pedego.com**.

Again, thanks for choosing Pedego!

**PLEASE NOTE:**  
THIS MANUAL IS NOT INTENDED AS  
A DETAILED SERVICE, REPAIR OR  
MAINTENANCE MANUAL. PLEASE  
SEEK ASSISTANCE FROM A QUALIFIED  
TECHNICIAN FOR SERVICE, REPAIRS  
OR MAINTENANCE.

# TABLE OF CONTENTS

2	Warning	41	Front Suspension Fork
4	Carton Contents	43	Gears
6	Assembly Instructions	46	Disc Brakes
6	City Commuter Lite, Comfort Cruiser, Interceptor, Tandem	50	Pedal Assist Mode & Meter Programming & Use
10	Boomerang, Boomerang Platinum, City Commuter, City Commuter Mid-Drive, City Commuter Platinum, Stretch, Stretch Dual Drive	52	C500B
14	Element, Interceptor Platinum, Ridge Rider, Trail Tracker, Trail Tracker Gorilla	55	C300U
18	Latch	59	Throttle Control
20	Trike	61	Lights
24	Safety	63	Charger
28	Operating Procedures	64	Battery & Charger Care
28	Boomerang, Boomerang Platinum, City Commuter, City Commuter Lite, City Commuter Mid-Drive, City Commuter Platinum, Comfort Cruiser, Interceptor Platinum, Tandem	65	Battery Sleep Functions
30	Ridge Rider, Trail Tracker, Trail Tracker Gorilla	67	Tires & Inner Tubes
32	Stretch	68	Kickstand
34	Latch	69	Keys, Appearance Care & Maintenance
38	Trike	70	Troubleshooting
40	Element	72	FAQ's
		74	Warranty
		74	Pedego Care 5 Year Warranty
		79	Additional Limited Warranty
		83	Pedego Element and Battery
		87	Registration

## **WARNING**

Electric Bikes can be dangerous to use. The user or consumer assumes all risk of personal injuries, damage, or failure of the bicycle or system and all other losses or damages to themselves and others and to any property arising as a result of using the bicycle.

As with all mechanical components, the bicycle is subjected to wear and high stresses. Different materials and components may react to wear or stress fatigue in different ways. If the design life of a component has been exceeded, it may suddenly fail possibly causing injuries to the rider. Any form of crack, scratches or change of colouring in highly stressed areas indicate that the life of the component has been reached and it should be replaced.

For replacement parts, technical information and warranty assistance, please contact Pedego at 888-777-2066 or [support.pedego.com](mailto:support.pedego.com)

**DO NOT DISASSEMBLE, MODIFY  
OR REPLACE ELECTRICAL PARTS.**

YOUR INSURANCE POLICIES MAY  
NOT PROVIDE COVERAGE FOR  
ACCIDENTS INVOLVING THE USE OF  
THIS BICYCLE. TO DETERMINE IF  
COVERAGE IS PROVIDED YOU SHOULD  
CONTACT YOUR INSURANCE  
COMPANY OR AGENT.

# CARTON CONTENTS

- x1 Kit Box
- x2 Pedals
- x1 Owner's Manual & Assembly Instructions
- x1 Tool Kit
- x1 Battery Charger
- x1 QR Skewer / Thru Axle (some models)
- x1 Applicable Parts Manual



- x1 Pedego Bike
- x1 Lithium Ion Battery
- x3 Keys

## REGISTER YOUR PEDEGO TO JOIN THE PEDEGO OWNERS GROUP



PLEASE REGISTER YOUR PEDEGO AT  
**[www.pedegoelectricbikes.ca/register](http://www.pedegoelectricbikes.ca/register)**

Registration information on page 87

*Registration required for warranty coverage.  
Ask your local dealer or visit [PedegoElectricBikes.ca](http://PedegoElectricBikes.ca).*

# ASSEMBLY INSTRUCTIONS

## City Commuter Lite, Comfort Cruiser, Interceptor, Tandem

Your bike has been pre-assembled and requires only a few simple steps to get it ready for you to ride:

- 1 Remove the outside carton after cutting the nylon bands and lift off the entire box from the tray at the bottom. Carefully remove your bike from the bottom tray and gently rest it in place with the kickstand down.
- 2 Remove all of the inside cardboard protection and bubble wrap.
- 3 Please locate and set aside the kit box containing the battery charger, pedals, and tool kit.
- 4 The handlebar must be adjusted for height and alignment. Remove the rubber protective cap and insert the handlebar stem into the frame of the bicycle (Figures 1 & 2).
- 5 With the 6 mm allen wrench provided in the tool kit, tighten the screw on top of the stem underneath the rubber protective cap to secure the handlebar in place. Make sure the handlebar is aligned with the front wheel before tightening and that the stem is not set above the maximum height indicator.



Figure 1



Figure 2



Figure 3



Figure 4

- 6 If need be, the angle of the handlebar may be positioned to your personal preference. Loosen the front 2 bolts on the front stem plate and angle the handlebar to your liking (Figure 3), then securely tighten the 2 bolts on the front stem plate. Make sure that, when tightening, there is even spacing between the top and bottom bolts to ensure even clamping force and maximum stability (Figure 4).

**Continued on next page...**

# ASSEMBLY INSTRUCTIONS

## City Commuter Lite, Comfort Cruiser, Interceptor, Tandem

Make sure the seat is tight enough so that you can't twist it out of alignment. Pull the seat clamp handle away from the seat post and slide the seat up or down to adjust it (Figure 1). Move the clamp handle inward toward the seat post so it is held tight by the clamp (Figure 2).



Figure 1



Figure 2

This should require a fair amount of force to ensure the seat post is held tight. If necessary, tighten the clamp bolt with a 4 mm Allen wrench; turning the bolt clockwise will increase the clamping force and counter-clockwise will decrease the clamping force. Make sure the seat is not set with the vertical maximum height marks above the clamp.

If the disc brakes are rubbing after installation, refer to Support on our website at [support.pedego.com](https://support.pedego.com)



Using the 15 mm wrench provided in the tool kit, attach and tighten the pedals. PLEASE NOTE – The pedals are marked “L” for Left and “R” for Right. The left pedal is attached by turning it counterclockwise and the right pedal is tightened by turning it clockwise. Make sure the pedals are tightly attached to the crank arms to prevent stripping.

## Torque Specs

Item	Nm
Handlebar Clamp	12-14 Nm
Handlebar Stem	20-29 Nm
Seatpost Clamp	3-4 Nm
Seat Rail Clamp	15-20 Nm
Front Axle Nuts	29-44 Nm
Rear Axle Nuts	29-44 Nm
Pedals	35 Nm

# ASSEMBLY INSTRUCTIONS

## Boomerang, Boomerang Platinum, City Commuter, City Commuter Mid-Drive, City Commuter Platinum, Stretch, Stretch Dual-Drive

Your bike has been pre-assembled and requires only a few simple steps to get it ready for you to ride:

- 1 Remove the outside carton after cutting the nylon bands and lift off the entire box from the tray at the bottom. Carefully remove your bike from the bottom tray and gently rest it in place with the kickstand down.
- 2 Remove all of the inside cardboard protection and bubble wrap.
- 3 Please locate and set aside the kit box containing the battery charger, pedals, and tool kit.
- 4 Insert the handlebar stem into the frame of the bicycle. You may adjust the height of the handlebar by moving the stem up or down to your comfort level. Place your thumb on the locking mechanism on the left side of the stem, depress the button and lift the lever up exposing the adjustment screws (Figure 1).
- 5 Move the stem so that you can see directly down the hole (Figure 2).

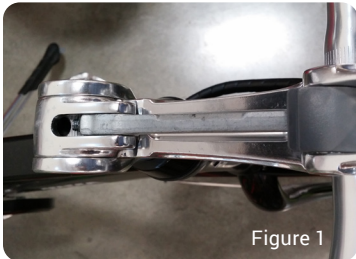


Figure 1

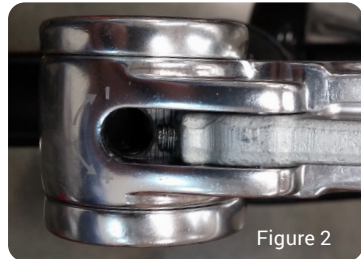


Figure 2

- 6 Insert the 6 mm allen wrench (supplied in the kit) into the hole and tighten the screw clockwise until the stem does not move separately from the front wheel (Figure 3).
- 7 Make sure the handlebar is aligned with the front wheel before tightening, and the stem is not set above the maximum height indicator.

In order to get the bolt securely tight, you may need to use a pair of pliers for leverage



Figure 3



Figure 4

- 8 Position the handlebar to your desired comfort level and lock them into place by pushing the lever back down. If there is movement after pushing the lever down or if it is too tight to push down, you can tighten or loosen the screw (Figure 4) with a 2.5 mm wrench.

**Continued on next page...**

# ASSEMBLY INSTRUCTIONS

**Boomerang, Boomerang Platinum, City Commuter, City Commuter Mid-Drive, City Commuter Platinum, Stretch, Stretch Dual-Drive**

Make sure the seat is tight enough so that you can't twist it out of alignment. Pull the seat clamp handle away from the seat post and slide the seat up or down to adjust it (Figure 1). Move the clamp handle inward toward the seat post so it is held tight by the clamp (Figure 2).



Figure 1



Figure 2

This should require a fair amount of force to ensure the seat post is held tight. If necessary, tighten the clamp bolt with a 4 mm Allen wrench; turning the bolt clockwise will increase the clamping force and counter-clockwise will decrease the clamping force. Make sure the seat is not set with the vertical maximum height marks above the clamp.

If the disc brakes are rubbing after installation, refer to Support on our website at [support.pedego.com](https://support.pedego.com)



Using the 15 mm wrench provided in the tool kit, attach and tighten the pedals. PLEASE NOTE – The pedals are marked “L” for Left and “R” for Right. The left pedal is attached by turning it counterclockwise and the right pedal is tightened by turning it clockwise. Make sure the pedals are tightly attached to the crank arms to prevent stripping.

## Torque Specs

Item	Nm
Handlebar Stem	20-29 Nm
Seatpost Clamp	3-4 Nm
Seat Rail Clamp	15-20 Nm
Front Axle Nuts	29-44 Nm
Rear Axle Nuts	29-44 Nm
Pedals	35 Nm

# ASSEMBLY INSTRUCTIONS

## Element, Interceptor Platinum, Ridge Rider, Trail Tracker, Trail Tracker Gorilla

Your bike has been pre-assembled and requires only a few simple steps to get it ready for you to ride:

- 1 Remove the outside carton after cutting the nylon bands and lift off the entire box from the tray at the bottom. Carefully remove your bike from the bottom tray and gently rest it in place.
- 2 Remove all of the inside cardboard protection and bubble wrap.
- 3 Please locate and set aside the kit box containing the battery charger, pedals, thru axle, and tool kit.

## Element, Interceptor Platinum, Trail Tracker, Trail Tracker Gorilla

- 4 Install the front wheel by lining up the disc brake and placing the fork of the bike onto the front wheel.
- 5 With the wheel in position, retrieve the thru axle from the kit box. Twist the end cap counter clockwise to remove, set cap and spring (Element & Interceptor Platinum only) aside.
- 6 Insert the thru axle into the fork dropouts and wheel hub from the drive side (Right side). Once completely through, slide the spring onto the end of the axle (Element & Interceptor Platinum only) and twist the adjusting nut clockwise on the threaded end of the thru axle. Tighten the thru axle by twisting clockwise and close the lever to secure the wheel.

## Ridge Rider

- 4 Install the front wheel by lining up the disc brake and placing the fork of the bike onto the front wheel.
- 5 With the wheel in position, retrieve the thru axle from the kit box. Open the thru axle lever and align it with the cut-out.
- 6 Insert the thru axle into the fork dropouts and wheel hub from the drive side (right side) of the bike. Tighten the thru axle clockwise until it is snug against the fork leg and close the lever to secure the wheel. The lever should take medium pressure to close; to increase the tension, tighten the thru axle one click at a time with a 2.5 mm Allen wrench until the desired resistance is achieved.

If necessary, align the stem with the front wheel and tighten the top bolt just enough to take any play out of the headset bearings. Once the handlebars are aligned and the top bolt is snug, evenly tighten the two side bolts. Check that there is no play between the fork and frame. If necessary, loosen the two side bolts and tighten the top bolt to take out any bearing play, then re-tighten the side bolts.

Be careful to not tighten the top bolt too much as the steering will feel rigid and sluggish.

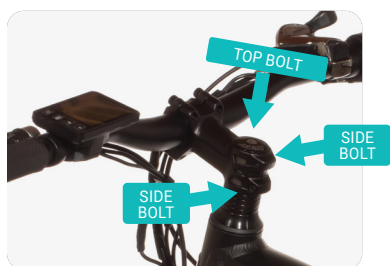


Figure 1

**Continued on next page...**

# ASSEMBLY INSTRUCTIONS

## Element, Interceptor Platinum, Ridge Rider, Trail Tracker, Trail Tracker Gorilla

Make sure the seat is tight enough so that you can't twist it out of alignment. Pull the seat clamp handle away from the seat post and slide the seat up or down to adjust it (Figure 1). Move the clamp handle inward toward the seat post so it is held tight by the clamp (Figure 2).



Figure 1



Figure 2

This should require a fair amount of force to ensure the seat post is held tight. If necessary, tighten the adjusting nut by hand or clamp bolt with a 4 mm Allen wrench while in the open position; turning the bolt clockwise will increase the clamping force and counter-clockwise will decrease the clamping force. Make sure the seatpost is not set with the vertical maximum height marks above the clamp.



Using the 15 mm wrench provided in the tool kit, attach and tighten the pedals. PLEASE NOTE – The pedals are marked “L” for Left and “R” for Right. The left pedal is attached by turning it counterclockwise and the right pedal is tightened by turning it clockwise. Make sure the pedals are tightly attached to the crank arms to prevent stripping.

If the disc brakes are rubbing after installation, refer to Customer Help on our website at [support.pedego.com](https://support.pedego.com)

### Torque Specs

Item	Nm
Seatpost Clamp	3-4 Nm
Seat Rail Clamp	15-20 Nm
Rear Axle Nuts	29-44 Nm
Pedals	35 Nm
Handlebar Clamp	6 Nm
Steerer Tube Clamp	8 Nm

# ASSEMBLY INSTRUCTIONS

## Latch

Your bike has been pre-assembled and requires only a few simple steps to get it ready for you to ride:

- 1 Remove the outside carton after cutting the nylon bands and lift off the entire box from the tray at the bottom. Carefully remove your bike from the bottom tray and gently rest it in place with the kickstand engaged.
- 2 Remove all of the inside cardboard protection and wrap.
- 3 Please locate and set aside the kit box containing the battery charger, pedals, and tool kit.

## Torque Specs

Item	Nm
Handlebar Stem	12-14 Nm
Seatpost Clamp	3-4 Nm
Seat Rail Clamp	15-20 Nm
Front Axle Nuts	29-44 Nm
Rear Axle Nuts	29-44 Nm
Pedals	35 Nm

Make sure the seat is tight enough so that you can't twist it out of alignment. Pull the seat clamp handle away from the seat post and slide the seat up or down to adjust it (Figure 1). Move the clamp handle inward toward the seat post so it is held tight by the clamp (Figure 2).



Figure 1



Figure 2

If necessary, tighten the clamp by twisting the clamp handle clockwise while in the unclamped position. Then, fold the handle in toward the seat post.

This should require a fair amount of force to ensure the seat post is held tight. If necessary, the clamp can be further tightened with a 5 mm allen wrench while in the clamped position. Make sure the seat is not set with the vertical maximum height marks above the clamp.

If the disc brakes are rubbing after installation, refer to Customer Help on our website at [support.pedego.com](https://support.pedego.com)

# ASSEMBLY INSTRUCTIONS

## Trike

Your bike has been pre-assembled and requires only a few simple steps to get it ready for you to ride:

- 1 Remove Trike from carton after cutting the nylon bands.
- 2 Remove all of the inside cardboard protection and bubble wrap.
- 3 Please locate and set aside the kit box containing the battery charger, pedals, and tool kit.
- 4 Insert the handlebar stem into the frame of the bicycle. You may adjust the height of the handlebar by moving the stem up or down to your comfort level. Place your thumb on the locking mechanism on the left side of the stem, depress the mechanism and lift the lever up exposing the adjustment screws (Figure 1).
- 5 Move the stem so that you can see directly down the hole (Figure 2)



Figure 1

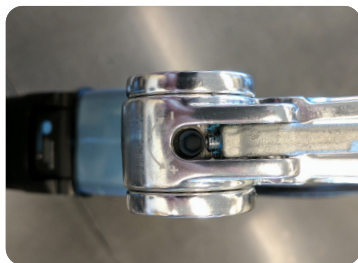


Figure 2

- 6 Insert the 6 mm allen wrench (supplied in the kit) into the hole and tighten the screw clockwise until the stem does not move separately from the front wheel (Figure 3).
- 7 Make sure the handlebar is aligned with the front wheel before tightening and the stem is not set above the maximum height indicator. In order to get the bolt securely tight, you may need to use a pair of pliers for leverage.



Figure 3



Figure 4

- 8 Position the handlebar to your desired comfort level and lock them into place by pushing the handle back down. Make sure that you do not exceed 80 degrees while positioning the adjustable stem (Figure 4) so that the locking mechanism can securely fasten. If there is movement after pushing the handle down or it is too tight to push down, you can tighten or loosen the tension adjustment screw (Figure 5) with a 2.5 mm wrench.



Figure 5

**Continued on next page...**

# ASSEMBLY INSTRUCTIONS

## Trike

Insert seat post into seat tube. Make sure the seat is tight enough so that you can't twist it out of alignment. Pull the seat clamp handle away from the seat post and slide the seat up or down to adjust it (Figure 1). Move the clamp handle inward toward the seat post so it is held tight by the clamp (Figure 2).



Figure 1



Figure 2

This should require a fair amount of force to ensure the seat post is held tight. If necessary, tighten the clamp bolt with a 4 mm Allen wrench while in the open position; turning the bolt clockwise will increase the clamping force and counter-clockwise will decrease the clamping force. Make sure the seatpost is not set with the vertical maximum height marks above the clamp.



Using the 15 mm wrench provided in the tool kit, attach and tighten the pedals. PLEASE NOTE – The pedals are marked “L” for Left and “R” for Right. The left pedal is attached by turning it counterclockwise and the right pedal is tightened by turning it clockwise. Make sure the pedals are tightly attached to the crank arms to prevent stripping.

If the disc brakes are rubbing after installation, refer to Support on our website at [support.pedego.com](https://support.pedego.com)

## Torque Specs

Item	Nm
Handlebar Stem	20-29 Nm
Seatpost Clamp	3-4 Nm
Seat Rail Clamp	15-20 Nm
Front Axle Nuts	29-44 Nm
Rear Axle Nuts	29-44 Nm
Pedals	35 Nm

# SAFETY

## All Pedego Models

### Helmet:

Always wear an approved helmet while riding your Pedego and follow the helmet manufacturer's instructions for fit, use and care of your helmet. It is your responsibility to familiarize yourself with the laws of where you ride your Pedego and to comply with all applicable laws.

### Mechanical Safety Check:

Check the condition of your Pedego before every ride. Make sure no nuts, bolts or accessories are loose, with particular attention to the front axle and handlebar stem. Make sure the tires are correctly inflated with the recommended air pressure that is located on the side wall of every tire. Check the brakes for proper operation.

You must take your bike in to be serviced and checked by a qualified bike mechanic after 100 miles (161 kilometers) of riding. This is a standard good practice for any new bike as cables will stretch and components will 'break in'. The service must include spoke tensioning for both front and rear wheels.

### **Your First Ride:**

When you buckle on your helmet and go for your first ride, be sure to pick an area away from cars, other cyclists, obstacles or other hazards in order to become familiar with the controls, features and performance of your new Pedego.

### **Additional Passengers:**

Most Pedego models are designed for one passenger only (except for the Tandem and Stretch). DO NOT carry any additional passengers on the front or rear of the bike.

### **Weight Capacity:**

Pedego Electric Bikes are designed with a maximum weight capacity of 250 pounds (113 kg) for most models. When bikes are equipped with the Magnesium Wheels upgrade, the weight capacity increases to 350 pounds (158 kg). Exceeding the maximum weight capacity can result in damage of the bike which can lead to serious injury. The Stretch and Tandem have a maximum weight capacity of 400 pounds (181 kg).

## **ADDITIONAL SAFETY**

### **Stretch**

#### **Getting to Know Your Cargo Bike:**

Carrying a load and riding a long-wheelbase bike both require getting accustomed to. Practice maneuvering and braking on a flat, hazard and traffic-free street with and without a load before going out into the world. Carrying a seated passenger or heavy load involves risks, foremost of which can be decreased braking power and increased stopping distance.

#### **Sitting on the Carrier Seat:**

Standing, kneeling, or sitting backwards or sideways (both legs on the same side of the bike) on the carrier seat while the bike is moving or stopped can easily result in broken limbs, loss of control of the bike, destroyed rims, a destroyed bike frame, or worse. Do not use with passengers on the carrier seat unless the side skirts are attached.

### **Children:**

The user of this product acknowledges both an understanding and an assumption of the risks involved in cycling, cycling with cargo, and cycling with a passenger. Children incapable of riding a bike on their own or under the age of 6 should not ride on the Pedego Stretch as passengers, unless it's equipped with an approved Child Seat accessory. Children should not ride as passengers without an adult operating the Pedego Stretch. Do not use with children unless the side skirts are attached.

### **Use Good Judgment:**

Make sure no straps are dangling where they could get caught in the wheels. No bags, boxes or any items are in a position where they could be caught in the spokes, Double check your load for security and stability. Check that your brakes are well adjusted. Check to see that your wheels are securely fastened. Check that your helmet is securely fastened. Make sure no components or frame members are cracked or broken. In general, if at any time you notice a crack or bend in your bike, stem, forks, or bars of your bicycle, stop riding immediately; take your Pedego to your local bike shop and have them inspect it.

# OPERATING PROCEDURES

**Boomerang, Boomerang Platinum, City Commuter, City Commuter Lite, City Commuter Mid-Drive, City Commuter Platinum, Comfort Cruiser, Interceptor, Interceptor Platinum, Tandem**

To be able to use the electric motor, the battery must be mounted by sliding the fully charged battery forward into the battery holder.



The battery automatically locks into the bike when fully inserted in the battery holder. The locking mechanism is spring loaded and unlocks when the key is turned to the open position, allowing the battery to slide out. The battery must be locked when riding or it may fall out. The key does not have to be in to operate the bike.



Locked



Open

The on/off switch is located on the bottom of battery. After fully inserting the battery into place, turn the battery on by flipping the switch to the "I" position. Be sure to turn off the power when the Pedego is not in use or is recharging by clicking the battery switch to the off "O" position.



Off



On

# OPERATING PROCEDURES

## Ridge Rider, Trail Tracker, Trail Tracker Gorilla

To be able to use the electric motor, the battery must be mounted by placing the bottom of the fully charged battery into the down tube, then sliding the rest of the battery (using the base as a hinge) into the down tube.



Fully Inserted

The battery automatically locks into the bike when fully inserted in the battery holder. The locking mechanism is spring loaded and unlocks when the key is turned to the open position, allowing the battery to slide out. The battery must be locked when riding or it may fall out. The key does not have to be in to operate the bike.



Locked Position



Open Position

The on/off button is located on the top of the battery. After fully inserting the battery into place, turn the battery on by pushing down the silver power button (it will light up green when powered on). Be sure to turn off the power when the Pedego is not in use by holding the same button for 3 seconds (the green light will turn off.)



Off Position



On Position

Your Pedego Ridge Rider or Trail Tracker battery has a deep sleep function integrated into the battery management system or BMS.

If your battery is in deep sleep, to wake push the power down and hold for 10 seconds, the button will flash green, wait 5 seconds and push the button down again to power on. When battery is not in deep sleep a single immediate push will turn the battery on. To turn the battery off push down the power button for 3 seconds.

# OPERATING PROCEDURES

## Stretch

Lift up the seat by pressing the lever on the rear of the saddle to create room to insert and remove the battery. Line the grooves on the back of the battery with the battery holder and insert it fully, then turn the key switch to the "LOCKED" position to secure the battery in place. The key switch must be in the unlock position to slide the battery in and out.



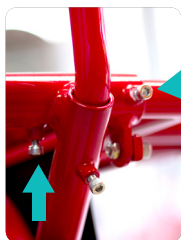
Insert Battery



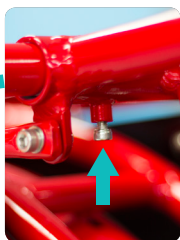
Key Position

The on/off switch is located on the side of battery. After fully inserting the battery into place, turn the battery on by flipping the switch to the "I" position. Be sure to turn off the power when the Pedego is not in use or is recharging by clicking the battery switch to the off "O" position.





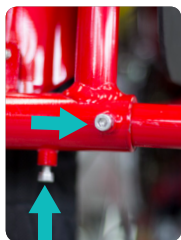
Rear Insert



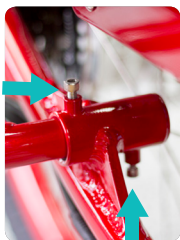
Front Insert

## Upper Side Platform

The upper attachment points have two bolts at the rear, and one at the front. The bolt closer to the wheel on the rear needs to be aligned with the hole in the side platform tube. The remaining shorter bolts tighten against the tube.



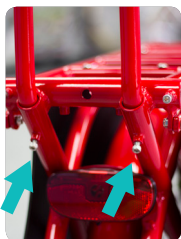
Rear Insert



Front Insert

## Lower Side Platform

The lower attachment points have two bolts on each end. The longer bolts closer to the wheel need to be aligned with the holes in the side platform tube. The shorter bolts tighten against the tube.



Up Position



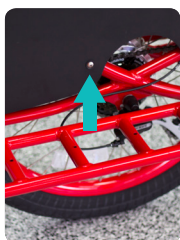
Down Position

## Back Rest

The back rest is secured with two bolts which insert into holes in the back rest tube and allow for up and down positions. The long bolts need to be aligned with the holes in the back rest tube.



Pannier Attachment



Frame Screws

## Pannier Bar & Wheel Guard

The pannier bar attaches to the frame with two bolts at the rear and front. The skirt is attached with Phillips head bolts to the backside of the pannier bar, and at two points on bike frame.

# OPERATING PROCEDURES

## Latch

To be able to use the electric motor, the battery must be mounted by sliding the fully charged battery forward into the battery holder.



Partially Removed



Fully Inserted

The battery automatically locks into the bike when fully inserted in the battery holder. The locking mechanism is spring loaded and unlocks when the key is turned to the open position, allowing the battery to slide out. The battery must be locked when riding or it may fall out. The key does not have to be in to operate the bike.



Locked Position



Open Position

The on/off switch is located on the bottom of battery. After fully inserting the battery into place, turn the battery on by flipping the switch to the “I” position. Be sure to turn off the power when the Pedego is not in use or is recharging by clicking the battery switch to the off “O” position.



On Position



Off Position

## Latch Belt Tensioner

Your Latch is equipped with a belt tensioner on the drive side (right side) rear dropout. This is to ensure proper tension on the belt is kept within a certain tolerance range. If the belt is too loose you risk the belt falling off the crank arm or skipping. If the belt is too tight you risk excessive resistance when pedaling and hub issues/noises. The proper belt tension should be between 28-40lbs. To adjust, loosen both axle nuts so that the wheel can move freely in the dropout. To tighten, turn the locknut clockwise until you have reached the desired tension. To loosen, turn the locknut counter-clockwise until you have reached the desired tension. Tighten both axle nuts affixing the wheel into the dropouts.

# FOLDING GUIDE

## How to Fold the Pedego Latch

- 1 Lower the seat all the way down.
- 2 Rotate the crank arms to the 3 and 9 o'clock positions with the non-drive side towards the front of the bike.



Lower Seatpost



Position Pedals

- 3 Fold both pedals.



Open Position



Closed Position

- 4 Turn the handlebar down so the brake levers lineup with the handlebar stem.
- 5 Lower the handlebar stem.



Release Clamp



Rotate Handlebar



Lower Stem

6 Fold the entire handlebar stem down.

7 Put the kickstand up.



Release Clamp



Fold Stem



Put Up Kickstand

8 Open the Latch.

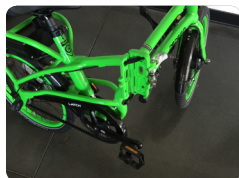
9 Fold the bike in half.



Undo Frame Latch

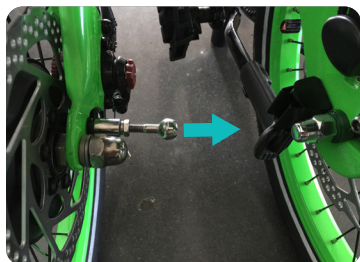


Fully Open Latch



Fold In Half

10 Pin the front wheel to the rear wheel where it will lock into place.



Pin Wheels



Use Seatpost As Rest

# OPERATING PROCEDURES

## Trike

### Caution

All tricycles are susceptible to tipping at speed while turning. The rear bucket is not approved for transporting people.

### DO NOT EXCEED 20 KPM IN ANY RIDING CONDITIONS

To be able to use the electric motor, the battery must be mounted by placing the bottom of the fully charged battery into the top tube, then sliding the rest of the battery (using the base as a hinge) into the top tube.



Locked Position



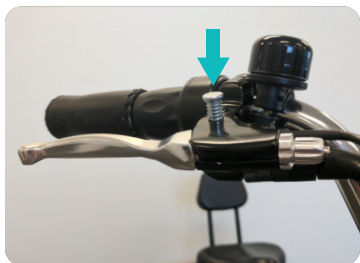
Open Position

The battery must be locked into place when fully inserted in the battery holder. To do so, turn the key clockwise until it stops. Check that the battery is locked in place by lightly pulling up on the handle. The battery must be locked when riding or it may fall out. The key does not have to be in to operate the bike.

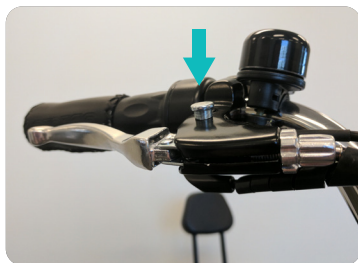
Power for the Trike and battery is controlled through the LCD screen located on the left handlebar grip. To power on the Trike, make sure the battery is fully inserted and hold the power button on the LCD. To power down the Trike, hold the power button again.

## Parking Brake Operation

Your Pedego Trike is also equipped with a parking brake for both the front and rear levers. The parking brake is the silver pin located on the brake lever body. To lock the parking brake, pull the lever firmly, press down on the parking brake pin and release the lever. To release the parking brake, simply pull the brake lever towards the grips and the parking brake pin will disengage.



Parking Brake location



Parking brake activated

## Bucket

Your Pedego Trike is equipped with a rear bucket:



Exterior Bucket Dimensions:  
25.8" L x 29.1" W x 13.8" H

Bucket Opening:  
13.25" L x 20.25" W

Volume: ~6ft<sup>3</sup>

Maximum Capacity: 50lbs

# OPERATING PROCEDURES

## Element

To be able to use the electric motor, the battery must be mounted by placing the bottom of the fully charged battery into the down tube, then sliding the rest of the battery (using the base as a hinge) into the down tube.



# FRONT SUSPENSION FORK

Boomerang Platinum, City Commuter Platinum, Interceptor Platinum, Ridge Rider

## Front Suspension Travel & Sag Guide

A suspension fork is effective at both absorbing bump forces and helping the tire track the ground for improved traction and braking control. When in active mode, a fork will rely on “SAG” to keep the front tire in better contact with the ground during braking under most conditions. The chart should be used as a general guideline.

Pedego Model	Travel	Sag %	Sag (mm)
Boomerang & Interceptor Platinum	80 mm	15-25%	12-20 mm
Ridge Rider	100 mm	15-30%	15-30 mm
City Commuter Platinum 26"	60 mm	15-25%	9-15 mm
City Commuter Platinum 28"	50 mm	15-25%	7.5 -12.5 mm

## Air Pressure

As a general guide, pump the main chamber (air spring) to a pressure equal to about 50% of your body weight for both the Interceptor Platinum and Ridge Rider, and about 70% of your body weight for the Trail Tracker.

## Sag

Sag is a measurement of the amount of suspension fork travel with the rider stationary in their normal riding position. The Sag depends on the position and weight of the rider and should be between 15% and 30% of the fork’s max travel depending on the intended use and preferences.

The suspension is preset from the factory. Please visit your local dealer if any adjustments are needed or to purchase a suspension pump.

# Setting Air Pressure and Measuring Sag

- 1 Thread a suspension pump onto the valve until it is snug.
- 2 Pump the suspension fork up to the desired pressure.  
Never exceed the recommended maximum air pressure.

Pedego Model	Fork Manufact.	Max Pressure
Boomerang & Interceptor Platinum	RST	175 psi
Ridge Rider	RockShox	205 psi
City Commuter Platinum	RST	175 psi

- 3 Attach a zip tie loosely, to the suspension fork stanchion and slide it all the way down to the fork seal. Carefully mount the bicycle and take normal riding position. Dismount the bicycle and measure the distance between the zip tie and fork seal. Check the sag measurement with the chart recommendation and adjust air pressure accordingly. Remove the zip tie and with a clean rag, wipe any grease from the stanchion prior to riding.

**Note:** It may be necessary to lean against a wall when measuring sag.



Measuring Sag



Fork Lockout

The Interceptor Platinum, City Commuter Black Edition and Ridge Rider suspension forks are equipped with a lockout lever to make it easier to ride on flat ground when you don't need the suspension.

# GEARS

**Boomerang, Comfort Cruiser, City Commuter, City Commuter Lite, City Commuter Mid-Drive, Interceptor, Stretch, Stretch Dual-Drive, Tandem, Trail Tracker, Trail Tracker Gorilla**

Your Pedego is equipped with 7 speeds. The first gear is for easier and uphill pedaling, and the last gear is for maximum speed on level or downhill terrain. Change gears only while pedaling. The rear wheel contains seven chain sprockets. When the chain is around the largest sprocket, you are in 1st gear, or the lowest gear. The high gear will have the derailleur positioned so that the chain is directed around the smallest gear. Every position on the gear selector should cause a gear change. Adjustments require fine tuning and should only be made by a qualified technician.

Avoid changing gears very rapidly from first gear to the last gear or vice versa. If you change multiple gears too quickly, you could have the chain come off the front sprocket.

## GEAR SENSOR

**City Commuter Mid-Drive**

The City Commuter Mid-Drive is equipped with a gear sensor that allows it's rider to shift the bike with confidence. It accomplishes this by sensing any time the rider shifts to a different gear and momentarily pausing the motor to reduce stresses on the drivetrain.



Thumb Shifter



7 Gears

# GEARS

## Latch & Trike

Your Pedego is equipped with a 3 speed Shimano Nexus internal hub. This system requires no derailleur, which makes for a quiet and clean experience! The shifter for the internal system is located on the left side of the handlebars. The gear ratio will enable you to ride the bicycle in any of the pedal assist modes.



3 Speed Left Hand Grip Shifter



Internal Nexus 3 Speed Hub and Bell Crank

## Troubleshooting Tip

To adjust the 3 speed shifting system for smooth operation, twist the shifter into 2nd gear and look through the window on the bell crank (attached to the rear axle). The yellow mark on the shift pin should line up between the two yellow lines on the bell crank. If it is off slightly, turn the barrel adjuster at the bell crank or shifter until the yellow mark lines up between the two yellow lines.

# GEARS

**Boomerang Platinum, City Commuter Platinum, Interceptor Platinum, Ridge Rider**

Your Pedego is equipped with 10 speeds. The first gear is for easier and uphill pedaling, and the last gear is for maximum speed on level or downhill terrain. Change gears only while pedaling. The rear wheel contains ten chain sprockets. When the chain is around the largest sprocket, you are in 1st gear, or the lowest gear. The high gear will have the derailleur positioned so that the chain is directed around the smallest gear. Every position on the gear selector should cause a gear change.

Adjustments require fine tuning and should only be made by a qualified technician. Avoid changing gears very rapidly from first gear to the last gear or vice versa. If you change multiple gears too quickly, you could have the chain come off the front sprocket.



Thumb Shifter



10 Gears

# MECHANICAL DISC BRAKES

City Commuter Lite, Comfort Cruiser, Element, Latch, Trail Tracker 20", Trike



Your Pedego is equipped with disc brakes for maximum reliability. Applying hand pressure to the brake levers will engage the brake pads against the brake rotor, creating friction and slowing down the wheel. The more hand pressure applied to the brake lever, the faster the bike will come to a stop.

The rear brake should always be applied before and while the front brake is applied. Applying only the front brake to slow or stop at high speeds may result in the rider being ejected from the saddle and continuing forward over the handlebars. It is best to apply even pressure to both brake levers when slowing or stopping.

Bicycles equipped with disc brakes will occasionally make a slight scraping noise when the wheels are turning without the brakes being applied. This is normal.

Make sure that the brake lever does not contact the handle bar when full hand pressure is applied (Figure 2). If so, then the brakes must be adjusted by increasing the tension on the cable.

A quick adjustment may be made by screwing or unscrewing the threaded barrel adjuster to take up any cable slack on the brake lever until brakes are fine-tuned for safe stopping (Figure 1). If the brakes are still not operating correctly, they may require further adjustment by an experienced bicycle mechanic. Note: The barrel adjusted should only be used to take up initial cable slack, not to adjust the brake pads for wear.



Figure 1

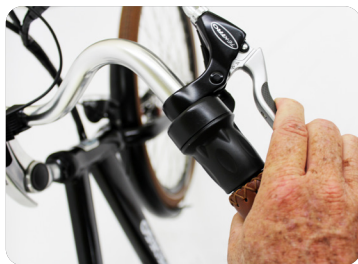


Figure 2

#### **WARNING:**

- Disc brake rotors become hot during use. Do not touch or come in contact with the disc rotor shortly after use.
- Wet weather will require a longer distance to stop. Brake earlier and avoid sudden stops when riding in wet conditions.

### **New Brakes Bed-in Procedure**

New brakes will require a “bed-in” procedure prior to your first ride which will ensure the most consistent and powerful braking feel.

- 1 Find a safe riding area that will allow for moderate speed.  
Remain seated during the entire procedure for optimal results.

**Important Note: Do not lock up the wheels at any point during the bed-in procedure.**

- 2 Accelerate the bike to a moderate speed, then firmly squeeze the brake levers until you are at walking speed. Repeat this process about twenty times.
- 3 Accelerate the bike to a faster speed, then firmly squeeze the brake levers until you are at walking speed. Repeat this process about ten times.
- 4 Allow the brakes to cool down before your first ride.

## HYDRAULIC DISC BRAKES

**Boomerang, Boomerang Platinum, City Commuter, City Commuter Mid-Drive, City Commuter Platinum, Interceptor, Interceptor Platinum, Ridge Rider, Stretch, Tandem, Trail Tracker, Trail Tracker Gorilla**



Your Pedego is equipped with hydraulic disc brakes for maximum reliability. Applying hand pressure to the brake levers will engage the brake pads against the brake rotor, creating friction and slowing down the wheel. The more hand pressure applied to the brake lever, the faster the bike will come to a stop.

The rear brake should always be applied before and while the front brake is applied. Applying only the front brake to slow or stop at high speeds may result in the rider being ejected from the saddle and continuing forward over the handlebars. It is best to apply even pressure to both brake levers when slowing or stopping.

Bicycles equipped with disc brakes will occasionally make a slight scraping noise when the wheels are turning without the brakes being applied. This is normal.

Make sure that the brake lever does not contact the handlebar when full hand pressure is applied (figure 2). The contact point should feel firm and solid. If the lever travels all the way to the handlebar or feels spongy, they may require service by a qualified bicycle technician.

If the brakes are still not operating correctly, they may require further adjustment by an experienced bicycle mechanic.



Figure 1



Figure 2

**WARNING:**

- Disc brake rotors become hot during use. Do not touch or come in contact with the disc rotor shortly after use.
- Wet weather will require a longer distance to stop. Brake earlier and avoid sudden stops when riding in wet conditions.

## New Brakes Bed-in Procedure

New brakes will require a “bed-in” procedure prior to your first ride which will ensure the most consistent and powerful braking feel.

- 1 Find a safe riding area that will allow for moderate speed. Remain seated during the entire procedure for optimal results.

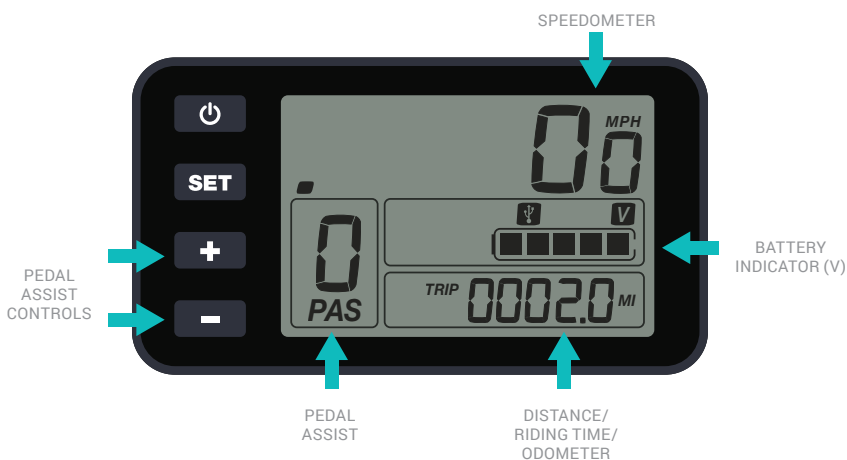
**Important Note: Do not lock up the wheels at any point during the bed-in procedure.**

- 2 Accelerate the bike to a moderate speed, then firmly squeeze the brake levers until you are at walking speed. Repeat this process about twenty times.
- 3 Accelerate the bike to a faster speed, then firmly squeeze the brake levers until you are at walking speed. Repeat this process about ten times.
- 4 Allow the brakes to cool down before your first ride.

## PEDAL ASSIST MODE (C500B)

**Boomerang, Boomerang Platinum, City Commuter, City Commuter Mid-Drive, City Commuter Platinum, Interceptor, Interceptor Platinum, Latch, Ridge Rider, Stretch, Stretch Dual-Drive, Trail Tracker, Trail Tracker Gorilla, Trike**

Your Pedego is equipped with an LCD meter that monitors pedal assist, speed, odometer, trip distance, riding time, and battery energy level. To turn the meter on, make sure the battery is fully inserted into the Pedego and the on/off switch is in the on "I" position.



Press the power button (top button) on the four button selector located near the left grip on the handlebars to turn the meter on. You can adjust the pedal assist power level to have more power by hitting the [+] button (third button) and can move to a lower level power by hitting the [-] button (fourth button).

When not riding the bike, you can turn off the meter by holding down the power button (top button) for several seconds.

### Throttle Override

Full power on demand.  
Overrides pedal assistance.

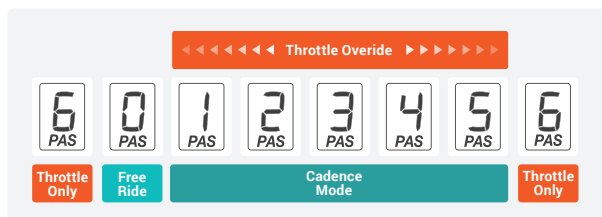
### Free Ride

Pedal just like a normal bicycle with all the display features active.

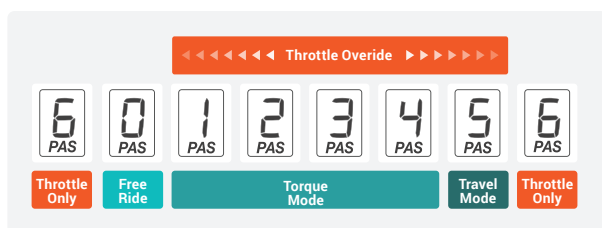
### Cadence Mode

Reaches designated speeds while pedaling.

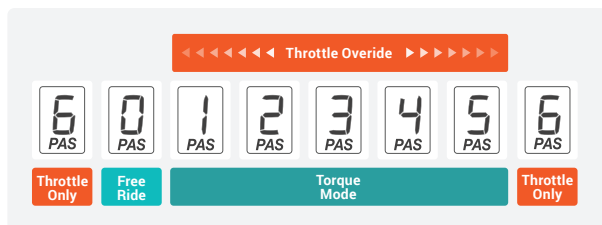
## Boomerang, City Commuter, City Commuter Lite, Interceptor, Latch, Stretch, Trail Tracker, Trail Tracker Gorilla



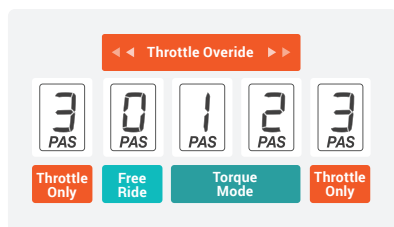
## Boomerang Platinum, City Commuter Platinum, Interceptor Platinum, Ridge Rider



## City Commuter Mid-Drive, Stretch Dual-Drive



## Trike



### Torque Mode

Proportional assistance based on how hard you pedal.

### Travel Mode

Reaches top speed while pedaling.

### Throttle Only

Full power on demand. No automatic pedal assistance.

# METER PROGRAMMING & USE (C500B)

**Boomerang, Boomerang Platinum, City Commuter, City Commuter Mid-Drive, City Commuter Platinum, Interceptor, Interceptor Platinum, Latch, Ridge Rider, Stretch, Stretch Dual-Drive, Trail Tracker, Trail Tracker Gorilla, Trike**

The LCD meter on your Pedego can be programmed to change various functions.

## SET

Hold "SET" for 2 seconds to enter the setup interface. Single press "SET" to cycle through the following modes:

"SET 1" - Press [-] and the Trip will reset to 0.

"SET 2" - Set the max speed.

"SET 3" - Set the wheel size.

"SET 4" - Set the bike in either MPH or KPH

"SET 5" - Pedal Assist Limiter - on/off

"SET 6" - Throttle Limiter - on/off

"SET 7" - Torque Sensor - on/off

"SET 8" - Class 3 Mode - on/off

"SET 9" - Throttle Brightness

For "SET 5" and "SET 6," turn each respective function to off to lower the top speed.


For "SET 7", turn the function to off to disable the torque sensor. (Only applicable to Boomerang Platinum, City Commuter Platinum, Interceptor Platinum and Ridge Rider.)

For "SET 8", turn off to disable class 3 functionality, and on to enable class 3 functionality. (Available on select models, ask your local Pedego dealer for more information.)

For “SET 9”, use numbers 1-5 to adjust the LED brightness. In level 0, the LED will be off. (Only applicable to Boomerang, Boomerang Platinum, City Commuter, City Commuter Mid-Drive, City Commuter Platinum, Interceptor, Interceptor Platinum, Latch, Ridge Rider, Stretch, Stretch Dual-Drive, Trail Tracker and Trail Gracker Gorilla)

Hold “SET” for 2 seconds to exit the setup interface.

Press the set button (second button) to switch the display information. The order is: Trip Distance (TRIP), Riding Time (TIME), and Odometer (ODO).

 Press the power button (top button) once while the meter is on to turn on the backlight, as well as the integrated front and rear lights on the Pedego. Press it once more to turn the lights and backlight off.



Each LCD Meter comes with a USB port attached to the bottom of the meter to charge your mobile devices. Hold down the [+] and set buttons for 2 seconds to turn on the USB charging. Hold the same buttons again for 2 seconds to turn this feature off.

The bars are an indicator that displays the amount of power that is being drawn from the battery. The more bars that are displayed, the more battery power is being used to power the Pedego.

After 5 minutes of inactivity, the LCD Meter will automatically turn off to conserve power.

## **BMS COMMUNICATION**

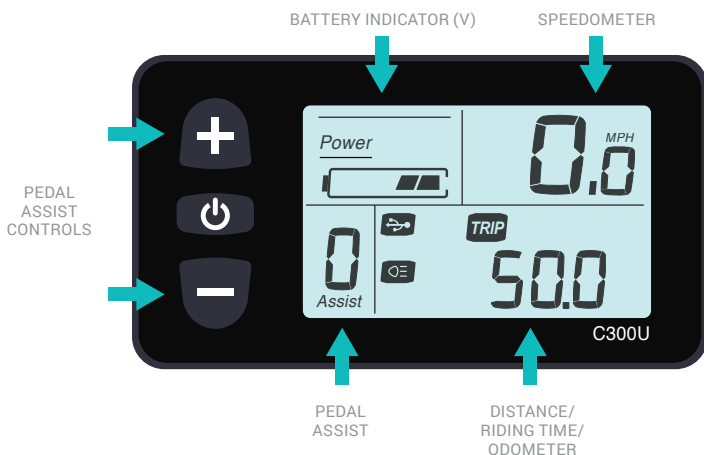
**Boomerang, Boomerang Platinum, City Commuter, City Commuter Mid-Drive, City Commuter Platinum, Interceptor, Interceptor Platinum, Latch, Ridge Rider, Stretch, Stretch Dual-Drive, Trail Tracker and Trail Tracker Gorilla**

On the above models, the battery is equipped with a BMS (battery management system) with communication features. These three features include the SOC (state of charge) percentage (🔋), number of charging cycles (🔌), and the current voltage of the battery (⚡). To cycle through the three modes, single press both the “SET” and [+] buttons.

## PEDAL ASSIST MODE (C300U)

### City Commuter Lite, Comfort Cruiser, Element

Your Pedego is equipped with an LCD meter that monitors pedal assist, speed, odometer, trip distance, riding time, and battery energy level. To turn the meter on, make sure the battery is fully inserted into the Pedego and the on/off switch is in the on "I" position (City Commuter & Comfort Cruiser only).

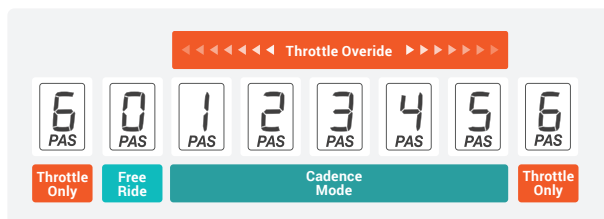


Press the power button [⏻] on the three button selector located near the left grip on the handlebars to turn the meter on. You can adjust the pedal assist power level to have more power by hitting the [+] button (top button) and can move to a lower level power by hitting the [-] button (bottom button).

When not riding the bike, you can turn off the meter by holding down the power button [⏻] for two seconds.

*Continued on next page...*

## City Commuter Lite, Comfort Cruiser, Element



### Throttle Override

Full power on demand.  
Overrides pedal assistance.

### Free Ride

Pedal just like a normal bicycle with all the display features active.

### Cadence Mode

Reaches designated speeds while pedaling.

# METER PROGRAMMING & USE (C300U)

## City Commuter Lite, Comfort Cruiser, Element

The LCD meter on your Pedego can be programmed to change various functions.



Press and hold [+/-] for 2 seconds to enter the setup interface.



Single press [PWR] to cycle through the following modes:

“SET 1” - Press [-] and the Trip will reset to 0.

“SET 2” - Set the max speed.

“SET 3” - Set the wheel size.

“SET 4” - Set the bike in either MPH or KPH

“SET 5” - Pedal Assist Limiter - on/off

“SET 6” - Throttle Limiter - on/off

For “SET 5” and “SET 6,” turn each respective function to off to lower the top speed.



Press and hold [+/-] for 2 seconds to exit the setup interface.



Single press [PWR] to switch between the display information.

The order is: Trip Distance (TRIP), Riding Time (TIME), Maximum Speed (MAX), and Odometer (ODO).



Press and hold [+] for 2 seconds, while the meter is on, to turn on the backlight; press and hold [+] for two seconds to turn the backlight off.

*Continued on next page...*



Each meter has an integrated USB port located underneath to charge your mobile devices. Press and hold [⏻] & [+] for 2 seconds to turn on the USB charge function; press and hold [⏻] & [+] for 2 seconds to turn the USB charge function off.

After 5 minutes of inactivity, the LCD Meter will automatically turn off to conserve power.

# HAND THROTTLE CONTROL

**City Commuter Lite, Comfort Cruiser, Element, Trike**



When the pedal assist mode is set to “0”, the pedal assist and throttle function(s) do not engage. When the pedal assist mode is set to “6” the pedal assist function does not engage and the throttle will accelerate the bike forward. The throttle control is operated

on the right hand side. You control the throttle by twisting it from its resting position. The farther the throttle switch is from its resting position, the more power is delivered to the motor to accelerate the Pedego. When you want to slow down, you simply release the throttle and let it return to its resting position and simultaneously apply the brakes. The Pedego also comes with a Throttle Override function which allows the throttle to work in pedal assist modes.

## **Tandem, Trail Tracker 20”**



Your Pedego electric bike is equipped with a power and throttle control on the right hand side. To power on your bike, first make sure the switch to your battery is in the “ON” position. Next, press the red button on the throttle control, if your battery is charged all three

lights (red, yellow, green) should illuminate. The three lights indicate your battery level; green being high-SOC (state of charge), yellow being mid-SOC, and red being low-SOC. You control the throttle by twisting it from its resting position. The farther the throttle switch is from its resting position, the more power is delivered to the motor to accelerate the Pedego. When you want to slow down, you simply release the throttle and let it return to its resting position and simultaneously apply the brakes. To power off the bike, press the red button and the battery indicator lights will turn off.

***Continued on next page...***

## HAND THROTTLE CONTROL

**Boomerang, Boomerang Platinum, City Commuter, City Commuter Mid-Drive, City Commuter Platinum, Interceptor, Interceptor Platinum, Latch, Ridge Rider, Stretch, Stretch Dual-Drive, Trail Tracker, Trail Tracker Gorilla**



When the pedal assist mode is set to “0”, the pedal assist and throttle function(s) do not engage, and the LED on the throttle will be red. When the pedal assist mode is set to “6” the pedal assist function does not engage and the throttle will accelerate the bike forward. In this mode, the LED on the throttle will be blue. The throttle control is operated on the right hand

side. The throttle is controlled by twisting it from its resting position. The farther the throttle switch is from its resting position, the more power is delivered to the motor to accelerate the Pedego. When you want to slow down, you simply release the throttle and let it return to its resting position and simultaneously apply the brakes. Pedego bikes also come with a Throttle Override function which allows the throttle to work in pedal assist modes 1-5. When the pedal assist mode is set to 1-5, the LED on the throttle will be green.

## LIGHTS

**Boomerang, Boomerang Platinum, City Commuter, City Commuter Mid-Drive, City Commuter Platinum, Interceptor, Interceptor Platinum, Latch, Trike**

Your Pedego comes equipped with an active brake light, that will illuminate when the brakes are engaged, in addition to the standard integrated front and rear lights. To turn the lights on, push the power button on the LCD meter. To turn the lights off, repeat pushing down the power button on the LCD meter.



Front Light



Rear Light

## LIGHTS

**Trail Tracker**

Your Pedego comes equipped with integrated front light that operates from the battery. To turn the lights on, push the power button on the LCD meter. To turn the front light off, repeat pushing down the power button on the LCD meter.



Front Light

*Continued on next page...*

# LIGHTS

## City Commuter Lite, Comfort Cruiser, Tandem

Your Pedego comes equipped with an integrated rear light that operates from the battery. To turn the rear light on, push the “rear light” button on the top of the battery. To turn the rear light off, repeat pushing down the “rear light” button on the battery.



Rear Light

# CHARGER

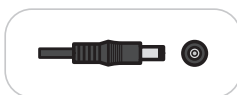
## All Pedego Models

Included with your new Pedego is a lithium ion battery, along with a charger, which plugs into a standard household electric outlet.

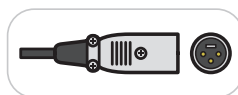
A lithium ion battery requires specially designed chargers. You should never charge your battery with a substitute charger that is not designed for this use. Use of an unsuitable charger to charge a lithium ion battery could result in over-heating, fire or even explosion.



36v



48v (54.6)



52V (58.8)



52v Charging Port



48v Charging Port

## Recharging the Battery

The Pedego battery may be charged while on the bike or removed and charged at a location away from the Pedego. The battery is easily removed by turning the key lock to the open/unlock position, grasping the underside of the battery, and sliding the battery out of the downtube by using the bottom side as a hinge.

To charge the battery, plug the charger into an AC outlet. The LED indication light should be green showing the charger is working normally. Then plug the charger into the charging port located on the bottom or side of the battery by sliding open the charger cover.

# **BATTERY AND CHARGER CARE**

## **All Pedego Models**

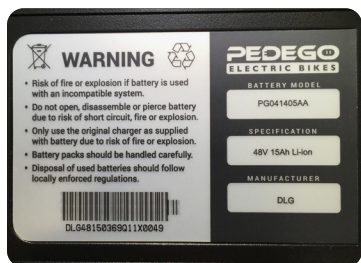
The charger will charge a fully depleted battery in 4–5 hours. The indicator light on the charger will be red / orange when battery is charging and will turn green when fully charged.

Avoid subjecting the battery to high temperatures, such as directly under the sun, for prolonged periods of time. Recharge the battery before it becomes completely discharged. Completely discharging will reduce the numbers of recharging cycles during the battery's life and limit the capacity. Never store the battery in a discharged state. After much use, your battery's charge-holding capacity will decrease. If you find that your battery does not hold a sufficient charge, you should contact your local dealer to order a replacement.

If the battery will not be used for an extended period of time, charge it fully and recharge it every 2 months. Store it in a cool, dry place. Your battery is engineered with precision for high capacity and a long, useful life. Do not use it to power other electrical devices. Improper use of the battery will damage the battery and shorten its useful life and may cause fire or an explosion. If you experience unusual sounds or odors coming from the charger or the battery, unplug charger immediately and contact Pedego customer service.

- **Recharge battery after every use.**
- **Do not disassemble or alter the battery or battery charger.**
- **Do not place the battery near fire or corrosive substances.**
- **Do not allow any liquids on or inside the battery/charger.**
- **Do not expose the battery/charger to extreme weather conditions.**
- **Do not operate the battery/charger if damaged.**
- **Recharge the battery only with a charger specified by the manufacturer.**
- **Do not use the battery/charger for any use other than its intended purpose.**
- **Only use the battery/charger on Pedego approved products.**

# BATTERY SLEEP FUNCTIONS



Label on Battery with Sleep Functions

If your Pedego battery has either of the labels pictured, then it is equipped with automatic sleep functionality. Reference the conditions and procedures below to understand when the battery will go to sleep and how to wake it back up.

## Terminology: SOC = State of Charge

The battery will go into sleep mode under the following conditions:

- 1 No charge current for 40 minutes
- 2 No discharge current for 40 minutes
- 3 No communication for 40 minutes

*Continued on next page...*

**To wake the battery from sleep, perform one of the two following procedures:**

- 1 Toggle power switch off/on
- 2 Connect the battery to the provided Pedego battery charger

**The battery will go into deep sleep mode under the following conditions:**

- 1 When SOC <1% - Battery has gone idle for 10 minutes
- 2 When SOC <10% - Battery transitioned to and kept in sleep mode for more than 48 hours
- 3 When SOC <40% - Battery transitioned to and kept in sleep mode for more than 14 days
- 4 When SOC <80% - Battery transitioned to and kept in sleep mode for more than 30 days

**To wake battery from deep sleep, perform one of the two following procedures:**

- 1 Connect the battery to the provided Pedego battery charger
- 2 Hold down the SOC (voltage) button on battery for 10 seconds

## RECOMMENDED TIRE PRESSURE

Pedego Model	Tire Model	Tire Size	PSI Range
Boomerang Plus	Schwalbe Big Ben	24" x 2.15"	30-55 psi
	Schwalbe Fat Frank	26" x 2.35"	22-60 psi
City Commuter	Schwalbe Big Apple	26" x 2.0"	35-70 psi
	Schwalbe Fat Frank	28" x 2.0"	30-65 psi
City Commuter Lite	Kenda Black Wall	26" x 1.95"	40-65 psi
	Kenda Black Wall	28" x 1.75"	50-85 psi
Comfort Cruiser	Kenda White Wall	24" x 2.125"	40 psi
	Kenda White Wall	26" x 2.30"	30-60 psi
Element	CST BFT	20" x 4.0"	30 psi
Interceptor	Schwalbe Big Ben	24" x 2.15"	30-55 psi
	Schwalbe Fat Frank	26" x 2.35"	22-60 psi
	Schwalbe Big Apple	28" x 2.15"	30-55 psi
Latch	Schwalbe Big Apple	20" x 2.0"	35-70 psi
Ridge Rider	Maxxis Ardent	27.5" x 2.25"	35-65 psi
Stretch	CST Black Wall	24" x 2.4"	35-65 psi
Tandem	Kenda White Wall	26" x 2.30"	30-60 psi
	Schwalbe Fat Frank	26" x 2.35"	22-60 psi
Trail Tracker	Big Daddy	20" x 4.0"	20 psi
	Big Daddy	24" x 4.0"	20 psi
Trail Tracker	Vee Rubber Mission	26" x 4.0"	8-22 psi
Trike	Schwalbe Big Ben	20" x 2.15"	30-55 psi

# KICKSTAND

## All Pedego Models (excluding Trike)

The “side stand” style kickstand has a single leg that flips out to one side and allows the bike to lean against it. The motorcycle style kickstand has two legs that are designed to expand as the kickstand is put in the down position and contract as it goes into the up position. Please do not sit on your Pedego with the kickstand in the down position.



Motorcycle Style Stand



Side Stand

## KEYS

### All Pedego Models

The keys are used to remove the battery from the bicycle. Always make sure that the key position is in the “open” position when attempting to remove the battery. The lock cylinder is spring loaded and will automatically return to the “locked” position after the battery is installed, except for the Stretch which requires manually locking the battery. Take care to ensure the battery is securely locked into the bicycle before riding; if the battery is not secured with the lock, there is a risk of the battery falling out and damaging the case. Note: Always remove the battery from the bicycle when transporting on a bike rack.

## APPEARANCE CARE & MAINTENANCE

### All Pedego Models

Periodically clean your Pedego electric bike with a damp cloth. Avoid spraying the Pedego with a water hose to avoid electrical issues. Store your Pedego in a dry shelter area away from direct sunlight and wet or damp environment. It is also recommended to apply chain lube (such as Tri-Flow or ProLink) to the drivetrain of your Pedego when you clean it or wipe it down to keep it in good running condition.

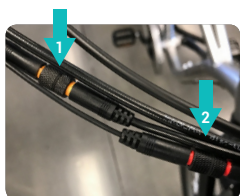
Monthly, clean your drivetrain and inspect chain for wear, re-apply lubricant to the chain and wipe off any excess with a rag. Check wheels for loose spokes; tighten if necessary. Check the tightness of stationary and moving parts; such as the crank arms and pedals, stem bolts, axle nuts, etc. Inspect your braking system, both levers and calipers to ensure safety while riding. Replace damaged or worn parts; such as cables and brake pads.

Annually, bring your bike to your local Pedego dealer for a tune up and safety check. The Pedego mechanic will inspect all areas of your bike, making necessary adjustments, re-lube and tune the components, and replace any worn or broken parts that inhibit function or safety.

# TROUBLESHOOTING

**Boomerang, Boomerang Platinum, City Commuter, City Commuter Lite, City Commuter Mid-Drive, City Commuter Platinum, Comfort Cruiser, Element, Interceptor, Interceptor Platinum, Latch, Ridge Rider, Stretch, Stretch Dual-Drive, Trail Tracker, Trail Tracker Gorilla, Trike**

If your Pedego is not working, check the Quick Disconnect fittings to make sure they did not come loose or unplugged.



Quick Disconnects



Quick Disconnects



Motor Disconnect

**There are 5 total coloured Quick Disconnect fittings to check:**

1. Throttle - White or Yellow
2. Left Brake Lever - Red
3. Right Brake Lever - Red
4. Motor - Black 9 Pin
5. LCD Meter - Green

Simply unwrap the black spiral wire covering until the Quick Disconnect fitting is exposed. If necessary, un-thread and re-thread the Quick Disconnect fitting(s).

Make sure that the battery is inserted fully into the bicycle. If it is not, the bicycle will receive no power causing all of the electronics to not turn on.

For any additional troubleshooting help, refer to the Customer Help page at [support.pedego.com](https://support.pedego.com) or contact your local Pedego dealer.

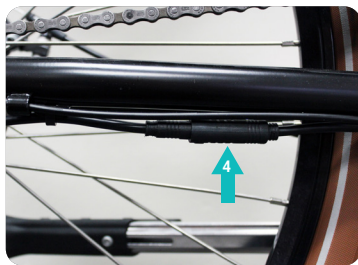
# TROUBLESHOOTING

## Tandem

If your Pedego is not working, check the Quick Disconnect fittings to make sure they did not come loose or unplugged.



Quick Disconnects



Motor Disconnect

**There are 4 total coloured Quick Disconnect fittings to check:**

1. Throttle - Black
2. Left Brake Lever - Red
3. Right Brake Lever - Red
4. Motor - Black 9 Pin

Simply unwrap the black spiral wire covering until the Quick Disconnect fitting is exposed. If necessary, unplug and re-connect the Quick Disconnect fitting(s).

Make sure that the battery is inserted fully into the bicycle. If it is not, the bicycle will receive no power causing all of the electronics to not turn on.

For any additional troubleshooting help, refer to the Customer Help page at [support.pedego.com](https://support.pedego.com) or contact your local Pedego dealer.

## PEDEGO ELECTRIC BIKE FAQs

### Q. How long does it take to fully charge the battery?

A. Depends on the state of discharge but around 4-5 hours if completely discharged.

### Q. What are the running costs for a Pedego electric bike?

A. You will have no worries about rising fuel prices at the pumps. All our electrically powered vehicles use household electricity. The average cost per full charge is about 10 cents per charge. If you charge the battery every single day for a year, it would cost you about \$35 per year.

### Q. Can I ride up hills and against strong headwinds on my Pedego electric bike?

A. Yes. One of the main advantages of cycling on a Pedego electric bicycle is that it flattens hills and increases your average speed when tackling inclines and headwinds. If you provide a reasonable amount of effort, you should be able to tackle anything from a 1 in 10 (10% gradient up to a 1 in 7 (14% gradient. You will be amazed at the relative ease that your new Pedego electric bike can tackle some of the most arduous journeys.

### Q. Do I need a driver's license, insurance or registration?

A. No, you don't. Federal law defines an electric bike as a two or three wheeled vehicle with fully operable pedals, a top speed when powered solely by the motor under 32 km/hr and an electric motor that produces 500 watts or less. Provincial and local regulations, while seldom enforced, vary greatly. Check with your local authorities to see what the rules are.

### Q. Do I need to pedal an electric bike?

A. No, but it helps to prolong battery life. The motor on our bikes is both throttle and pedal assist controlled, allowing you to decide how much power you desire. Have you ever tried to cycle when speeding downhill on your normal bicycle? It's just like that. The motor is propelling you faster than you're cycling so there is pretty much no resistance, it's merely a formality!

### Q. What happens if I get a flat tire?

A. The tires on our bikes are the same as conventional bicycles. Simply replace the tube with a tube of the right size and inflate it. No special tires or parts will be needed.

### **Q. What happens when I use the brakes under powered assistance?**

A. All our bikes are equipped with brake levers that have a built-in safety switch that automatically cuts off the motor power under normal braking conditions. This not only ensures a safe un-powered stopping feature, but also protects the motor under braking conditions so that it isn't working against the brakes.

### **Q. How far will a Pedego take me?**

A. This all depends on a few factors. Cycling with pedal assist along a straight road under normal conditions, the standard battery should last about 15-30 miles (24 - 48 kilometers). Cycling up steep hills will obviously take more energy out of the battery and factors such as road surface, wind resistance, weight of the rider and tire pressure will affect your range. Longer range battery is also available.

### **Q. How do I know when the battery is low?**

A. The bicycles have easily visible indicators located on the meters that show the amount of juice left. If it is getting low and you don't think you will make it to your destination, you can switch off your motor and keep it just for the difficult bits.

### **Q. Do I have to wait for the battery to empty before I charge it?**

A. No. The batteries we use are Lithium-ion batteries which do not suffer from 'memory effect'. This means that there is no need to discharge a battery completely before you recharge it again. You can partially recharge the battery at any time without reducing its voltage or lifespan. We recommend recharging the battery after every use, regardless of how far you rode.

### **Q. Can I put a child's trailer on a Pedego?**

A. Yes, you can certainly add a trailer to your Pedego. We suggest contacting your local dealer for approved trailers.

### **Q. Can I put a Pedego on a bike rack?**

A. Yes, just make sure that the bike rack can hold the weight of a Pedego. We advise taking the battery off to make it easier to lift and to keep the battery safe.

# PEDEGO CARE - 5 YEAR WARRANTY

## APPLICABLE MODELS

Boomerang, Boomerang Platinum, City Commuter, City Commuter Lite, City Commuter Mid-Drive, City Commuter Platinum, Comfort Cruiser, Interceptor, Interceptor Platinum, Latch, Ridge Rider, Stretch, Stretch Dual-Drive, Tandem, Trail Tracker, Trail Tracker Gorilla, Trike

[www.pedegoelectricbikes.ca/warranty/](http://www.pedegoelectricbikes.ca/warranty/)

Please contact an authorized Pedego dealer for warranty claims. If there is not a dealer nearby, please contact Pedego Canada headquarters for assistance.

Warranty Requirements:

1. Proof of purchase
2. Registration at the time of purchase
3. 160km (100-mile) tune up by an authorized Pedego dealer
4. Annual service by an authorized Pedego dealer

This warranty extends from the date of purchase, is offered only to the original retail purchaser, and is not transferable.

Pedego Canada (on behalf of Pedego Inc.) provides each original retail purchaser of a new Pedego bicycle a limited warranty against defects in materials and workmanship as follows:

## PARTS & COMPONENTS

Original Pedego parts & components are covered by a five year limited warranty.

This Limited Warranty does not cover:

1. Ordinary wear and tear not the result of defects in workmanship or materials. Wear and tear can be assessed by an authorized Pedego dealer. Parts not typically covered include but are not limited to:
  - Brake Pads
  - Rotors
  - Spokes
  - Tires/Tubes
  - Chains
  - Chain Rings
  - Cassettes
  - Parts compromised due to corrosion due to the elements (moisture, heat, etc).
  - Damage or deterioration of the surface finish, appearance, or aesthetics of the product.

2. Labour charges for part replacement or changeover
3. Defects or damage resulting from accident, abuse, misuse, abnormal use (including but not limited to stunt riding, racing or other similar activities not consistent with the intended use of the Products), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electromechanical stress
4. Scratches, dents and cosmetic damage not caused by Pedego
5. Product that has the serial number or the bar code removed, defaced, damaged, altered or made illegible
6. Defects or damage to the Products caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by Pedego with the Products;
7. Defects or damage caused by improper assembly, testing, operation, maintenance, installation, service, repair, or adjustment in a manner that varies from Assembly Instructions & Owners Manual
8. Defects or damage resulting from external causes, such as collision, fire, flooding, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse or improper use of any electrical source
9. Products used or purchased outside of Canada.

## BATTERIES

Pedego batteries are covered by a 5 year prorated warranty.

- During the first 3 years of service – A defective battery will be repaired or replaced at no cost to the customer. The warranty period for a repaired or replaced battery remains unchanged based on original purchase date.
- After the first 3 years of service – A prorated credit, based on months of service, will be applied toward the purchase of a new battery. Batteries purchased at pro-rated cost will have a new 5 year warranty based on the pro-rated purchase date.
- No cash reimbursement will be made.

The credit is calculated as follows (months from original purchase date):

0-36 months	Free repair or replacement
37-42 months	40% off replacement
43-48 months	30% off replacement
49-54 months	20% off replacement
55-60 months	10% off replacement

Batteries can be assessed and found defective only by an authorized Pedego dealer or directly by Pedego Inc.

This Limited Warranty does not cover:

1. Defects or damage resulting from accident, abuse, misuse, abnormal use (including

but not limited to stunt riding, racing or other similar activities not consistent with the intended use of the Products), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electromechanical stress

2. Scratches, dents and cosmetic damage, unless caused by Pedego Canada
3. Product that has the serial number or the bar code removed, defaced, damaged, altered or made illegible
4. Ordinary wear and tear
5. Defects or damage to the Products caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by Pedego Canada with the Products;
6. Defects or damage caused by assembly, testing, operation, maintenance, installation, service, repair, or adjustment in a manner that varies from Assembly Instructions & Owners Manual
7. Defects or damage resulting from external causes such as collision, fire, flooding, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse or improper use of any electrical source
8. Products used or purchased outside of Canada.
9. In addition, with respect to the Battery, this Limited Warranty does not cover defects or damage:
  - Caused by charging by a battery charger not intended or appropriate for use with the Battery or the improper use of a battery charger;
  - Where any of the seals on the Battery are broken or show evidence of tampering;
  - Where the Battery has been used in equipment other than the Bike for which it is specified

## **FRAME REPLACEMENT**

Pedego bicycle frames are covered by a lifetime replacement warranty for the original retail purchaser.

This warranty includes a replacement frame only. Labor charges to changeover parts to replacement frame are not included. Changeover labor must be performed by an authorized Pedego dealer.

Pedego reserves the right to use scratch and dent stock when replacing a frame under this warranty. Frame styles and/or colours not in stock may be replaced with a compatible style and/or colour at the discretion of Pedego Canada or Pedego Inc.

Frame issues that are excluded from this warranty include but are not limited to:

1. Corrosion
2. Paint fade, scratches, impact marks
3. Impact damage
4. Non reversible modification (drilling/welding)
5. Chain guard mount to the frame if applicable

## WHAT ARE THE LIMITS ON PEDEGO'S LIABILITY?

THIS LIMITED WARRANTY SETS OUT THE FULL EXTENT OF PEDEGO INC OR ITS REPRESENTATIVES RESPONSIBILITIES AND THE EXCLUSIVE REMEDY REGARDING THE PRODUCTS. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT WILL PEDEGO INC OR ITS REPRESENTATIVES BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR FOR, WITHOUT LIMITATION, COMMERCIAL LOSS OF ANY SORT; LOSS OF USE, TIME, DATA, REPUTATION, OPPORTUNITY, GOODWILL, PROFITS OR SAVINGS; INCONVENIENCE; INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES; OR DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT, EVEN IF PEDEGO INC OR ITS REPRESENTATIVES HAD REASON TO BELIEVE SUCH DAMAGES WERE POSSIBLE. SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE DISCLAIMER OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND DISCLAIMERS MAY NOT APPLY TO YOU.

PEDEGO INC OR ITS REPRESENTATIVES MAKE NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE OR SUITABILITY OF ANY THIRD-PARTY EQUIPMENT OR SOFTWARE USED IN CONJUNCTION WITH THE PRODUCT, OR THE ABILITY TO INTEGRATE ANY SUCH EQUIPMENT WITH THE PRODUCT. RESPONSIBILITY FOR THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE AND SUITABILITY OF ANY SUCH THIRD-PARTY EQUIPMENT AND SOFTWARE RESTS SOLELY WITH THE USER AND THE DIRECT VENDOR, OWNER OR SUPPLIER OF SUCH THIRD-PARTY EQUIPMENT AND SOFTWARE.

Nothing in the Assembly Instructions & Owners Manual or Product information, instructions or advertisements is intended to create or be construed as an express warranty of any kind with respect to any Product. No agent, employee, dealer, representative or reseller is authorized to modify or extend this Limited Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of PEDEGO INC regarding the Products or this Limited Warranty.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from province to province.

## WHAT IS THE PROCEDURE FOR RESOLVING DISPUTES?

The validity, interpretation, construction, and performance of these Terms of Warranty shall be governed by the laws of British Columbia, without giving effect to its principles of conflict of laws. EXCEPT WHERE PROHIBITED BY LAW, WHICH MAY INCLUDE THE PROVINCE OF QUEBEC, YOU AND PEDEGO INC OR ITS REPRESENTATIVES AGREE TO GIVE UP ANY RIGHTS TO LITIGATE CLAIMS IN A COURT OR BEFORE A JURY OR TO PARTICIPATE IN A CLASS ACTION OR REPRESENTATIVE ACTION WITH RESPECT TO A CLAIM. OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT, SUCH AS ACCESS TO DISCOVERY, ALSO MAY BE UNAVAILABLE OR LIMITED IN ARBITRATION. ALL DISPUTES WITH PEDEGO ARISING IN ANY WAY THESE TERMS OF WARRANTY OR THE SALE, VALUE, CONDITION OR PERFORMANCE OF THE BIKE MUST BE RESOLVED EXCLUSIVELY

THROUGH FINAL AND BINDING ARBITRATION, AND NOT BY A COURT OR JURY, WITH THE SOLE EXCEPTION THAT NOTHING IN THIS PROVISION WILL PROHIBIT ANY SUCH DISPUTE FROM BEING RESOLVED AS AN INDIVIDUAL CLAIM IN A SMALL CLAIMS COURT. Any such dispute, whether arbitrated or brought in small claims court, will not be combined or consolidated with a dispute involving any other person's or entity's product or claim, and specifically, without limitation of the foregoing, must not under any circumstances proceed as part of a class action or collective action. It is the express intent of the parties that any and all disputes will be resolved on an individual basis only, and that the arbitrator will not have the power to award class or collective relief or to determine or order that the dispute should proceed as a class or collective action, whether in arbitration or in any other forum or venue. The arbitration will be conducted before a single arbitrator, whose award must not exceed, in form or amount, the relief allowed by the applicable law. THE ARBITRATION WILL BE DECIDED BY NEUTRAL ARBITRATION AS PROVIDED BY THE COMMERCIAL ARBITRATION ACT (BRITISH COLUMBIA) AND YOU ARE GIVING UP ANY RIGHTS YOU MIGHT POSSESS TO HAVE THE DISPUTE LITIGATED IN A COURT OR JURY TRIAL. The arbitrator will decide all issues of interpretation and application of this arbitration provision and the Terms of Warranty. Judgment may be entered on the arbitrator's final award in any court of competent jurisdiction.

## **SEVERABILITY**

If any portion of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Limited Warranty.

PEDEGO CANADA  
Box 656  
Nelson, British Columbia V1L 5R4  
Phone: 888-777-2066

# ADDITIONAL LIMITED WARRANTY AGAINST THEFT FOR PEDEGO ELECTRIC BIKES USED WITH QUALIFYING LOCK

## APPLICABLE MODELS

Boomerang, Boomerang Platinum, City Commuter, City Commuter Lite, City Commuter Mid-Drive, City Commuter Platinum, Comfort Cruiser, Interceptor, Interceptor Platinum, Latch, Ridge Rider, Stretch, Tandem, Trail Tracker, Trail Tracker Gorilla, Trike

## WHAT IS COVERED AND FOR HOW LONG?

If the original retail purchaser's PEDEGO Electric Bike ("Bike") is used in combination with a "Qualifying Lock" (as defined below) that was purchased (from an authorised Canadian Pedego dealer) at the time of purchase of the Bike (from an authorised Canadian Pedego dealer) by the original retail purchaser, Voltage Bikes Ltd. trading as PEDEGO CANADA ("PEDEGO CANADA") will, for two (2) years after the date of purchase of the Bike by the original retail purchaser, replace the Bike one time, and only one time, subject to the terms and conditions of this Additional Limited Warranty Against Theft for Pedego Electric Bikes used with Qualifying Locks ("Anti-theft Limited Warranty"), if the Bike is stolen while properly locked with the Qualifying Lock and is not recovered during the first 30 days after the theft takes place.

## WHAT IS A QUALIFYING LOCK?

The only qualifying Lock is the Foldylock Classic Pedego lock (Item Code 88003) which must be purchased at the time of original retail purchase of the Bike.

## WHAT IS NOT COVERED?

This Anti-theft Limited Warranty is conditioned upon proper use of the Bike with the Qualifying Lock. This Anti-theft Limited Warranty does not cover: (a) defects or damage resulting from accident, abuse, misuse, abnormal use (including but not limited to stunt riding, racing or other similar activities not consistent with the intended use of the Bike), improper storage, abnormal exposure to liquid, chemicals, moisture, dampness, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electromechanical stress of/on the Bike and/or Qualifying Lock; (b) scratches, dents and cosmetic damage, unless caused by PEDEGO CANADA; (c) any Bike that has the serial number or the bar code removed, defaced, damaged, altered or made illegible; (d) ordinary wear and tear; (e) defects or damage to the Bike caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by PEDEGO CANADA and/or the Qualifying Lock's manufacturer with the Bike and/or Qualifying Lock; (f) defects or damage caused by assembly, testing, operation, maintenance, installation, service, repair, or adjustment of the Bike in a manner that varies from the Bike's Assembly Instructions & Owners Manual, or of the Qualifying Lock in a manner that varies from the specifications and instructions by the Qualifying Lock's manufacturer; (g) defects or damage resulting from external causes on the Bike and/or Qualifying Lock such as collision, fire, flooding, windstorm, lightning, earthquake, exposure to weather conditions, blown fuse or improper use of any electrical

source; (h) any Bike used or purchased outside Canada; (i) defects or damage resulting from an unsuccessful attempt to steal the Bike; (j) the Qualifying Lock itself; (k) the loss of any accessories or customizations which were not included with the purchase price of the Bike at the time of sale, including but not limited to bike helmets, saddles, vanity plates, etc.; (l) any Bike lost or stolen due to the negligence of the original retail purchaser or any third party to whom the original retail purchaser has given the Bike for use and/or safekeeping; (m) any Bike lost or stolen from any person who has purchased the Bike from the original retail purchaser or (n) any Bike stolen by the family members or employees of the original retail purchaser.

## **WHAT ARE PEDEGO CANADA'S OBLIGATIONS?**

Once and only once, if a Bike covered by this Anti-theft Limited Warranty is stolen and not recovered within thirty (30) days, PEDEGO CANADA will at PEDEGO CANADA'S sole discretion, replace the Bike with, a new, rebuilt or reconditioned PEDEGO Electric Bike of the same or equivalent model. The cost of shipping is not included. The replacement bike will continue to be covered by the original Standard Limited Warranty for PEDEGO Electric Bikes and Batteries for a period equal to the remainder of the Standard Limited Warranty for PEDEGO Electric Bikes on the original Bike and Batteries or for ninety (90) days, whichever is longer. However, this Anti-theft Limited Warranty applies for only one Bike replacement for theft and will no longer be in effect after a single replacement. If your replaced Bike is subsequently recovered by police or otherwise, then the recovered Bike will become the sole property of PEDEGO CANADA. Except to any extent expressly allowed

## **WHAT MUST YOU DO TO OBTAIN ANTI-THEFT LIMITED WARRANTY SERVICE?**

To obtain service under this Anti-theft Limited Warranty, you must have reported the theft of the Bike to police within forty-eight (48) hours of the theft, and you must submit to PEDEGO CANADA an Anti-theft Limited Warranty claim that includes the following material and information: (i) the original sales receipt or proof of purchase of the Bike showing the original date of purchase, the serial number of the Bike and the seller's name and address; (ii) the original sales receipt or proof of purchase of the Qualifying Lock showing the original date of purchase, the make, model and serial number of the Qualifying Lock, and the seller's name and address; (iii) a Warranty Product Return Authorization Number ("WPRAN"); (iv) a copy of the official police report documenting the theft of the Bike; and (v) the broken Qualifying Lock with the original key and key serial card. The Bike and lock must have been registered with PEDEGO CANADA within seven (7) days of the date of purchase and prior to the date of theft. To obtain assistance on where to deliver the documentation and/or obtain a WPRAN, please call PEDEGO CANADA Customer Care at 1-888-777-2066.

## **WHAT ARE THE LIMITS ON PEDEGO'S LIABILITY?**

THIS ANTI-THEFT LIMITED WARRANTY SETS OUT THE FULL EXTENT OF THE RESPONSIBILITIES OF VOLTAGE BIKES LTD. TRADING AS PEDEGO CANADA AND THE EXCLUSIVE REMEDY REGARDING THE BIKE UNDER THE ANTI-THEFT LIMITED WARRANTY. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS ANTI-THEFT LIMITED WARRANTY. IN NO EVENT WILL PEDEGO CANADA BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE

RETURNED BIKE OR FOR, WITHOUT LIMITATION, COMMERCIAL LOSS OF ANY SORT; LOSS OF USE, TIME, DATA, REPUTATION, OPPORTUNITY, GOODWILL, PROFITS OR SAVINGS; INCONVENIENCE; INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES; OR DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE BIKE, EVEN IF PEDEGO CANADA HAD REASON TO BELIEVE SUCH DAMAGES WERE POSSIBLE. PEDEGO CANADA MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE OR SUITABILITY OF ANY THIRD-PARTY EQUIPMENT OR SOFTWARE USED IN CONJUNCTION WITH THE BIKE AND/OR QUALIFYING LOCK, OR THE ABILITY TO INTEGRATE ANY SUCH EQUIPMENT WITH THE BIKE AND/OR QUALIFYING LOCK. RESPONSIBILITY FOR THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE AND SUITABILITY OF ANY SUCH THIRD-PARTY EQUIPMENT AND SOFTWARE RESTS SOLELY WITH THE USER AND THE DIRECT VENDOR, OWNER OR SUPPLIER OF SUCH THIRD-PARTY EQUIPMENT AND SOFTWARE. Nothing in the Assembly Instructions & Owners Manual or Bike information, instructions or advertisements is intended to create or be construed as an express warranty of any kind with respect to the Bike. No agent, employee, dealer, representative or reseller is authorized to modify or extend this Anti-theft Limited Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of PEDEGO CANADA regarding the Bike or this Anti-theft Limited Warranty. This Anti-theft Limited Warranty gives you specific legal rights, and you may also have other rights that vary from province to province.

## **WHAT IS THE PROCEDURE FOR RESOLVING DISPUTES?**

ALL DISPUTES WITH VOLTAGE BIKES LTD. TRADING AS PEDEGO CANADA ARISING IN ANY WAY FROM THIS ANTI-THEFT LIMITED WARRANTY OR THE SALE, VALUE, CONDITION OR PERFORMANCE OF THE BIKE MUST BE RESOLVED EXCLUSIVELY THROUGH FINAL AND BINDING ARBITRATION, AND NOT BY A COURT OR JURY, WITH THE SOLE EXCEPTION THAT NOTHING IN THIS PROVISION WILL PROHIBIT ANY SUCH DISPUTE FROM BEING RESOLVED AS AN INDIVIDUAL CLAIM IN A SMALL CLAIMS COURT. Any such dispute, whether arbitrated or brought in small claims court, will not be combined or consolidated with a dispute involving any other person's or entity's product or claim, and specifically, without limitation of the foregoing, must not under any circumstances proceed as part of a class action or collective action. It is the express intent of the parties that any and all disputes will be resolved on an individual basis only, and that the arbitrator will not have the power to award class or collective relief or to determine or order that the dispute should proceed as a class or collective action, whether in arbitration or in any other forum or venue. The arbitration will be conducted before a single arbitrator, whose award must not exceed, in form or amount, the relief allowed by the applicable law. THE ARBITRATION WILL BE DECIDED BY NEUTRAL ARBITRATION AS PROVIDED BY THE ARBITRATION ACT (BRITISH COLUMBIA) AND YOU ARE GIVING UP ANY RIGHTS YOU MIGHT POSSESS TO HAVE THE DISPUTE LITIGATED IN A COURT OR JURY TRIAL. The arbitrator will decide all issues of interpretation and application of this arbitration provision and the Anti-theft Limited Warranty. Judgment may be entered on the arbitrator's final award in any court of competent jurisdiction. This arbitration provision also applies to claims against PEDEGO CANADA'S employees, representatives and affiliates if any such claim arises from a Bike and/or Qualifying Lock's sale, value, condition or performance.

## **SEVERABILITY**

If any portion of this Anti-theft Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Anti-theft Limited Warranty.

PEDEGO CANADA

Box 656

Nelson, British Columbia V1L 5R4

Phone: 888-777-2066

# STANDARD LIMITED WARRANTY

## APPLICABLE MODELS

Element & Qualified Pre-Loved Bikes.

Please contact an authorized Pedego dealer for warranty claims. If there is not a dealer nearby, please contact Pedego Canada headquarters for assistance.

## WHAT IS COVERED AND FOR HOW LONG?

1. Proof of purchase
2. Registration at the time of purchase
3. 160km (100-mile) tune up by an authorized Pedego dealer
4. Annual service by an authorized Pedego dealer

This warranty extends from the date of purchase, is offered only to the original retail purchaser, and is not transferable. Pedego Canada (on behalf of Pedego Inc.) provides each original retail purchaser of a new Pedego bicycle a limited warranty against defects in materials and workmanship as follows:

## PARTS & COMPONENTS

Original Pedego parts & components are covered by a one-year limited warranty.

This Limited Warranty does not cover:

1. Ordinary wear and tear not the result of defects in workmanship or materials. Wear and tear can be assessed by an authorized Pedego dealer. Parts not typically covered include but are not limited to:
  - 1.1 Brake Pads
  - 1.2 Rotors
  - 1.3 Spokes
  - 1.4 Tires/Tubes
  - 1.5 Chains
  - 1.6 Chain Rings
  - 1.7 Cassettes
  - 1.8 Parts compromised due to corrosion due to the elements (moisture, heat, etc).
  - 1.9 Damage or deterioration of the surface finish, appearance, or aesthetics of the product.
2. Labour charges for part replacement or changeover
3. Defects or damage resulting from accident, abuse, misuse, abnormal use (including but not limited to stunt riding, racing or other similar activities not consistent with the intended use of the Products), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electromechanical stress
4. Scratches, dents and cosmetic damage not caused by Pedego
5. Product that has the serial number or the bar code removed, defaced, damaged,

- altered or made illegible
- 6. Defects or damage to the Products caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by Pedego with the Products;
- 7. Defects or damage caused by improper assembly, testing, operation, maintenance, installation, service, repair, or adjustment in a manner that varies from Assembly Instructions & Owners Manual
- 8. Defects or damage resulting from external causes, such as collision, fire, flooding, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse or improper use of any electrical source
- 9. Products used or purchased outside of Canada.

## BATTERIES

Pedego batteries are covered by a 1-year limited warranty. During the first 1 year of service – A defective battery will be repaired or replaced at no cost to the customer. The warranty period for a repaired or replaced battery remains unchanged based on original purchase date. No cash reimbursement will be made.

Batteries can be assessed and found defective only by an authorized Pedego dealer or directly by Pedego Inc.

## LIMITATIONS

This Limited Warranty does not cover:

1. Defects or damage resulting from accident, abuse, misuse, abnormal use (including but not limited to stunt riding, racing or other similar activities not consistent with the intended use of the Products), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electromechanical stress
2. Scratches, dents and cosmetic damage, unless caused by Pedego Canada
3. Product that has the serial number or the bar code removed, defaced, damaged, altered or made illegible
4. Ordinary wear and tear
5. Defects or damage to the Products caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by Pedego Canada with the Products;
6. Defects or damage caused by assembly, testing, operation, maintenance, installation, service, repair, or adjustment in a manner that varies from Assembly Instructions & Owners Manual
7. Defects or damage resulting from external causes such as collision, fire, flooding, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse or improper use of any electrical source
8. Products used or purchased outside of Canada.
9. In addition, with respect to the Battery, this Limited Warranty does not cover defects or damage:
  - 9.1. Caused by charging by a battery charger not intended or appropriate for use with the Battery or the improper use of a battery charger;
  - 9.2. Where any of the seals on the Battery are broken or show evidence of tampering;

9.3 Where the Battery has been used in equipment other than the Bike for which it is specified

## **FRAME REPLACEMENT**

Pedego bicycle frames are covered by a lifetime replacement warranty for the original retail purchaser.

This warranty includes a replacement frame only; shipping costs are not included. Labour charges to changeover parts to replacement frame are not included. Changeover labour must be performed by an authorized Pedego dealer.

Pedego reserves the right to use scratch and dent stock when replacing a frame under this warranty. Frame styles and/or colours not in stock may be replaced with a compatible style and/or colour at the discretion of Pedego Canada or Pedego Inc.

Frame issues that are excluded from this warranty include but are not limited to:

1. Corrosion
2. Paint fade, scratches, impact marks
3. Impact damage
4. Non reversible modification (drilling/welding)
5. Chain guard mount to the frame if applicable

## **WHAT ARE THE LIMITS ON PEDEGO CANADA'S LIABILITY?**

THIS LIMITED WARRANTY SETS OUT THE FULL EXTENT OF Pedego INC or Its representatives RESPONSIBILITIES AND THE EXCLUSIVE REMEDY REGARDING THE PRODUCTS. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT WILL Pedego INC or ITS representatives BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR FOR, WITHOUT LIMITATION, COMMERCIAL LOSS OF ANY SORT; LOSS OF USE, TIME, DATA, REPUTATION, OPPORTUNITY, GOODWILL, PROFITS OR SAVINGS; INCONVENIENCE; INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES; OR DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT, EVEN IF Pedego INC or ITS representatives HAD REASON TO BELIEVE SUCH DAMAGES WERE POSSIBLE. SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE DISCLAIMER OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND DISCLAIMERS MAY NOT APPLY TO YOU.

Pedego INC or ITS representatives MAKE NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE OR SUITABILITY OF ANY THIRD-PARTY EQUIPMENT OR SOFTWARE USED IN CONJUNCTION WITH THE PRODUCT, OR THE ABILITY TO INTEGRATE ANY SUCH EQUIPMENT WITH THE PRODUCT. RESPONSIBILITY FOR THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE AND SUITABILITY OF ANY SUCH THIRD-PARTY EQUIPMENT AND SOFTWARE RESTS SOLELY WITH THE USER AND THE DIRECT VENDOR, OWNER OR SUPPLIER OF SUCH THIRD-PARTY EQUIPMENT AND SOFTWARE.

Nothing in the Assembly Instructions & Owners Manual or Product information, instructions or advertisements is intended to create or be construed as an express warranty of any kind with respect to any Product. No agent, employee, dealer, representative or reseller is authorized to modify or extend this Limited Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of Pedego INC regarding the Products or this Limited Warranty.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from province to province.

## **WHAT IS THE PROCEDURE FOR RESOLVING DISPUTES?**

The validity, interpretation, construction, and performance of these Terms of Warranty shall be governed by the laws of British Columbia, without giving effect to its principles of conflict of laws. EXCEPT WHERE PROHIBITED BY LAW, WHICH MAY INCLUDE THE PROVINCE OF QUEBEC, YOU AND Pedego INC or ITS representatives AGREE TO GIVE UP ANY RIGHTS TO LITIGATE CLAIMS IN A COURT OR BEFORE A JURY OR TO PARTICIPATE IN A CLASS ACTION OR REPRESENTATIVE ACTION WITH RESPECT TO A CLAIM. OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT, SUCH AS ACCESS TO DISCOVERY, ALSO MAY BE UNAVAILABLE OR LIMITED IN ARBITRATION. ALL DISPUTES WITH PEDEGO ARISING IN ANY WAY THESE TERMS OF WARRANTY OR THE SALE, VALUE, CONDITION OR PERFORMANCE OF THE BIKE MUST BE RESOLVED EXCLUSIVELY THROUGH FINAL AND BINDING ARBITRATION, AND NOT BY A COURT OR JURY, WITH THE SOLE EXCEPTION THAT NOTHING IN THIS PROVISION WILL PROHIBIT ANY SUCH DISPUTE FROM BEING RESOLVED AS AN INDIVIDUAL CLAIM IN A SMALL CLAIMS COURT. Any such dispute, whether arbitrated or brought in small claims court, will not be combined or consolidated with a dispute involving any other person's or entity's product or claim, and specifically, without limitation of the foregoing, must not under any circumstances proceed as part of a class action or collective action. It is the express intent of the parties that any and all disputes will be resolved on an individual basis only, and that the arbitrator will not have the power to award class or collective relief or to determine or order that the dispute should proceed as a class or collective action, whether in arbitration or in any other forum or venue. The arbitration will be conducted before a single arbitrator, whose award must not exceed, in form or amount, the relief allowed by the applicable law. THE ARBITRATION WILL BE DECIDED BY NEUTRAL ARBITRATION AS PROVIDED BY THE COMMERCIAL ARBITRATION ACT (BRITISH COLUMBIA) AND YOU ARE GIVING UP ANY RIGHTS YOU MIGHT POSSESS TO HAVE THE DISPUTE LITIGATED IN A COURT OR JURY TRIAL. The arbitrator will decide all issues of interpretation and application of this arbitration provision and the Terms of Warranty. Judgment may be entered on the arbitrator's final award in any court of competent jurisdiction.

## **SEVERABILITY**

If any portion of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Limited Warranty.

PEDEGO CANADA  
Box 656  
Nelson, British Columbia V1L 5R4

## **RECORDING YOUR PEDEGO INFO**

**Bicycle Serial Number:** \_\_\_\_\_

**Battery Serial Number:** \_\_\_\_\_

**Model:** \_\_\_\_\_

**Colour:** \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

**Dealer's Name:** \_\_\_\_\_

**Dealer's Phone:** \_\_\_\_\_

**Dealer's Email:** \_\_\_\_\_

**PLEASE REGISTER YOUR PEDEGO AT  
[pedegoelectricbikes.ca/register](https://pedegoelectricbikes.ca/register)**

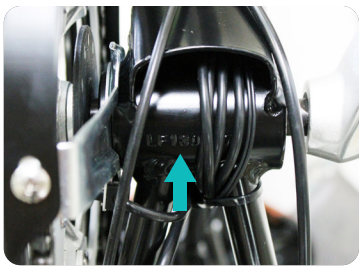
**YOU MUST REGISTER YOUR PEDEGO  
WITHIN 30 DAYS OF PURCHASE FOR  
WARRANTY TO BE VALID**

# Bicycle Serial Location

Most Pedego bicycles have their serial number stamped into the bottom of the frame below the bottom bracket. You'll need to lift it up to see underneath, or use a smart phone to take a photo (with the flash) of the underside. For the Mid-Drive City Commuter, the serial number is located on the frame behind the chainring. Contact us if you're having trouble finding the serial number.



Serial Location



Serial Location

# Battery Serial Location

Each Pedego battery has a serial number imprinted below a barcode on a metallic sticker. In addition to the sticker, any metal battery cases will have the serial number engraved in a secondary spot.



Most Models



Stretch



Trail Tracker  
& Ridge Rider



Trike



Element



**5 Year  
Parts Warranty**



**5 Year  
Battery Warranty**



**Lifetime  
Frame Warranty**

**Pedego Care is more than a warranty.  
It's our "no excuses" promise to you.**

*\*Product must be registered at time of purchase.  
See addendum for complete details.*

**160 KM TUNE-UP\***



Date: \_\_\_\_\_

**1st ANNUAL SERVICE**



Date: \_\_\_\_\_

**2nd ANNUAL SERVICE**



Date: \_\_\_\_\_

**3rd ANNUAL SERVICE**



Date: \_\_\_\_\_

**4th ANNUAL SERVICE**



Date: \_\_\_\_\_

**5th ANNUAL SERVICE**



Date: \_\_\_\_\_



*\*Congratulations on reaching 160 KM! Remember to request  
your collectible Mile Marker pin at [pedegoelectricbikes.ca/pog/](http://pedegoelectricbikes.ca/pog/)*



## MAINTENANCE NOTES

*For more information about riding your Pedego Electric Bike in Canada, visit:*

***[www.PedegoElectricBikes.ca](http://www.PedegoElectricBikes.ca)***



## MAINTENANCE NOTES

*For more information about riding your Pedego Electric Bike in Canada, visit:*

***[www.PedegoElectricBikes.ca](http://www.PedegoElectricBikes.ca)***

# hello, fun...<sup>®</sup>

Follow us online:



PedegoCanada



PedegoCanada



PedegoCanada



PedegoCanada

To find out more visit:  
[pedegoelectricbikes.ca](http://pedegoelectricbikes.ca)



Part #: 85006