



SR-3B

User Manual

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WARNING!



Contains important information for avoiding injuries.



CAUTION!



Contains important information for preventing damage to the product.



NOTE!



Draws your attention to important information and notes when reading the instruction manual.

Thank you for purchasing the Shell SR-3B e-bike!

Please read the instruction manual carefully before operating the e-bike, and ensure that the e-bike is used properly and in accordance with the instructions.

Retain this instruction manual for future reference. Only give the SR-3B e-bike to third parties in conjunction with the instruction manual. Ensure any third party has completely read and follows the SR-3B e-bike manual.

The instruction manual and illustrations within it may differ depending on the model.

We hope you enjoy safely using your Shell SR-3B e-bike

Delivery contents

SR-3B Electric Bike



AC Adapter



User manual



Battery Key



Tools

The Shell SR-3B e-bike is a vehicle designed for one person for passenger transport.

The e-bike is exclusively for private use and is not suitable for commercial use.

Only use the e-bike as described in this instruction manual. Any other use is considered improper and may result in material damage or even injury to people.

The manufacturer and distributor accept no liability for damage caused by unintended or improper use.

Important safety information



WARNING!



- Please strictly comply with the safety regulations stated in the manual. The manufacturer or distributor cannot be held liable for any injury to persons, material damage, accidents or legal disputes resulting from the violation of the safety regulations. Liability is always limited to the purchase value of the e-bike.
- The e-bike has been designed to transport one person with a maximum weight of 250 lbs.
- Please check your e-bike before every ride (see the "Storage, maintenance and cleaning" section).
- Do not use the e-bike if there is visible damage or if the power cord or plug is damaged.
- Modifying the e-bike is not permitted.
- Repairs may only be carried out by qualified personnel authorized by Shell or their distributors. Liability and warranty claims are excluded if repairs are carried out independently or in the event of improper connections or incorrect operation.
- Always wear a safety helmet, appropriate clothing, protective gear and flat-heeled shoes.
- Hold the handlebars with both hands while riding the e-bike.



WARNING!



- Practice riding the e-bike on open and level terrain initially.
- Obey all local traffic laws and regulations. Do not ride where prohibited by local laws.
- The e-bike is suitable for use on flat, dry surfaces. Do not ride through water, during rain, at night or in poor visibility.
- The e-bike is not suitable for performing stunts DO NOT TRY to jump it or perform any other dangerous maneuvers.
- Do not leave the e-bike outdoors. Please store it in a dry, dark location.
- Before each ride, check that all screws are firmly tightened.
- Be careful not to touch any moving parts during the ride, in order to avoid injuries.

People who should not ride the e-bike include:

- Children under 14 years of age.
- If you under the influence of alcohol or drugs.
- If you have a problem with balance or motor skills that would interfere with their ability to maintain balance.
- If your weight exceeds 250 lbs.

Motor:	Rear-wheel hub motor with 250-watt capacity
Battery:	36 V / 8.0 Ah lithium ion
Charging time:	Approx. 3.2 hours
Brakes:	Front and rear disc brakes
Features:	LED display, reflectors
Dead weight:	38.0 lbs. (17.2 kg)
Maximum load:	250 lbs. (113.4 kg)
Maximum speed:	16.0 mph (25.75 km/h)
Maximum range:	TBD
Tires:	27.5" pneumatic tube tires front and rear
Product size:	L-42.0" x H-36.75" (L-107 cm x H-93 cm)

- 1 - Removable/Locking Battery
- 2 - Bell
- 3 - Brake lever (disc brake)
- 4 - Throttle/Display
- 5 - Electric brake
- 6 - Rear hub motor
- 7 - 27.5" wheels
- 8 - Charging port
- 9 - On/Off switch
- 10 - Kickstand



It is recommended that the bike be inspected and adjusted by a certified bicycle mechanic before riding.

You Will Need:

4mm, 5mm and 6mm Allen wrench
13mm and 15mm open wrench

1- Carefully remove the bike from the box.

A. Use caution when opening the box as there may be staples exposed when opening the lid.

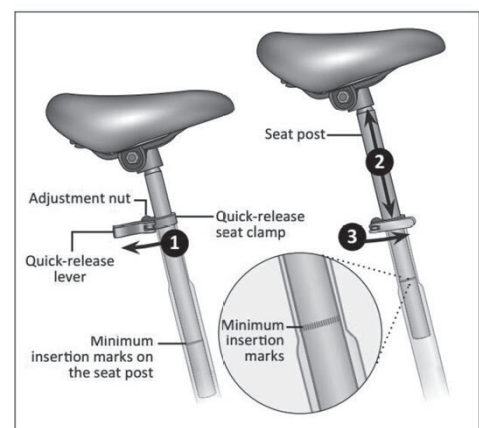
B. It is easier to clip the zip ties attaching the front wheel to the bike and remove the front wheel from the box first.

C. Take out all the accessories and the box with pedals and other miscellaneous parts, and the Battery Charger before removing the bike.

2- Remove all bubble wrap and other packaging materials and place them back into the box.

3- Tighten the seat-post into the seat-tube and hang the bike from a bike repair stand (if possible).

A. If you do not have a repair stand, place the bike on the floor and engage the kickstand. Use caution as the bike could tip over prior to install the front wheel, even with the kickstand engaged.



4- Adjust the Seat

Your seat height is adjusted by a quick release. Pull the quick release lever, Insert your seat post to at least the minimum insertion line marked on the post. Tighten the adjusting nut by quick release lever, then push the quick release lever to the closed position. The seat angle is adjusted with the nuts that attach the seat to the seat rail. Ensure that the nuts are tightened firmly and that the seat does not move forward or back while you are sitting on it.



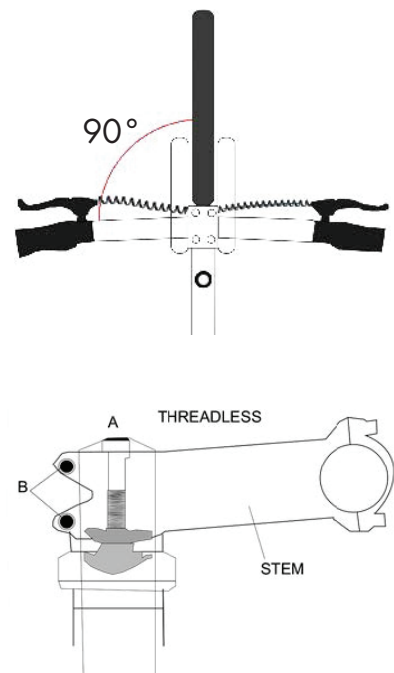
5- Adjustment of the seat post

The adjustment method is as follows :

Loose the hand release of the seat post, take out the seat post; Adjust the screw, Place the seat post back in the frame tube as former station, and tighten the clamp of the seat position.

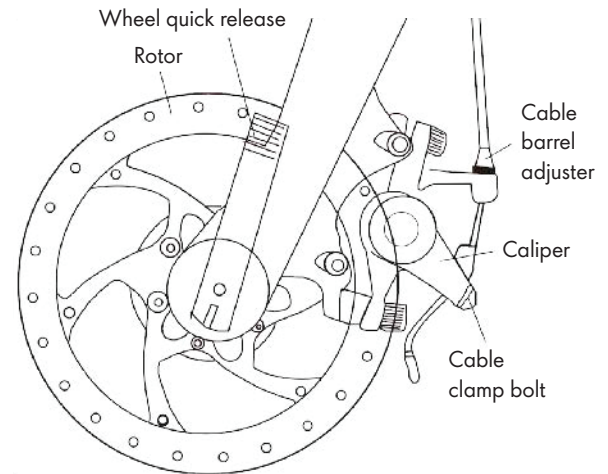
6- Aligning and tightening the handlebars

Using an allen key, loosen the 2 side bolts (B) and turn the handlebar through 90 degrees. Adjust the tension of the headset by turning bolt A if necessary but first release the side bolts, adjust then re-tighten. Note that the you only need to tighten the bolt A until the handlebar assembly and fork have no free play, but so that the handlebar assembly and fork can still freely turn left and right. If the wheel does not move freely left to right the top cap bolt is too tight. If this is the case turn the top cap bolt back some.



7- Disc brakes

Disc brakes should come from the factory pre-adjusted to the correct braking specifications. If your front disc brake needs to be adjusted or does not apply adequate stopping power to the wheel, it may need to be adjusted, please find steps as below:



i. First adjust the clearance between the right (inside) brake pad and the disc.

Use a 5mm allen wrench to move the inside pad inward toward the disc rotor till it touches the rotor. Back off slightly until the pad does not touch the rotor surface.

ii. Next adjust the clearance between the left (outside) brake pad and the disc:

Turn the barrel adjuster located on the front brake lever clockwise to move the outside brake pad inward until it touches the rotor. Back off slightly (1/4 turn) until the pad does not touch the rotor surface and the wheel spins freely.



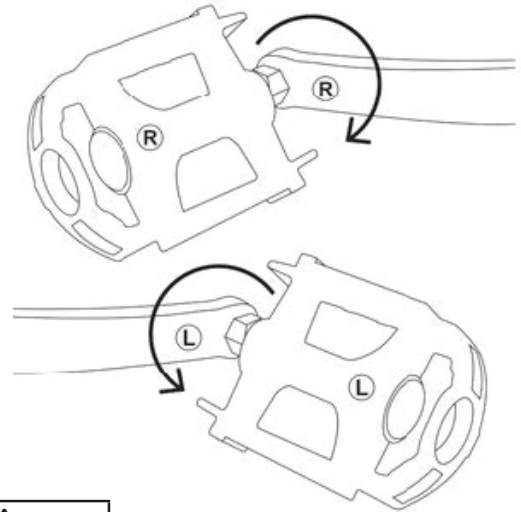
WARNING!



If there is contact between the brake pads and rotor after performing the above steps bring your bike to your local dealer for adjustment.

8- Attach the pedals

The pedals are left and right side specific. The end near the threads will have an L or R on them, indicating Left and Right. The right side is threaded normally, and the left is reverse threaded. This must be screwed in opposite to the right (to the left). Thread in by hand and tighten by wrench!



CAUTION!



DO NOT CROSSTHREAD!

9- Pump tires to desired pressure

The range for the tires is usually from 5psi to 30psi. You can find this indication on the tire.

- i. 5psi is the lowest the tire is rated for.
- ii. 15-25psi is the recommended range for most off-road riding, depending on your preferences and the specific terrain you are traveling.
- iii. 25-30psi is for pavement for hard, smooth surfaces.

10- Check all bolts for tightness, including

- A. Stem (handlebar and steer-tube bolts)
- B. Wheel axles
- C. Crank arms
- D. Chainring
- E. Kickstand

Throttle:

The SR-3B is equipped with a throttle with an on/off switch. Like on a motorcycle, throttles are designed to let the user apply 0-100% of the motor's power at will. The throttle either acts independently, or in tandem with a pedal assist sensor.



Brakes:

The brakes on an electric bike are the same as on a normal bike, with one exception: most have integrated cutoff switches which kill the motor when activated. These "inhibitor" switches are a safety feature designed to prevent the motor from accidentally engaging and causing injury. If for any reason you need the motor to stop turning, remember to simply squeeze one of the brake levers.

Battery Removal:

- step 1: Insert the key to the battery.
Turn the key clockwise.
- step 2: Grasp the battery with both hands and slide up to remove for easy charging.



The battery is the power source of the bike and has its own on/off switch. To charge the battery, remove the rubber cap on battery. Plug the charger into the power outlet and wait until the light on the charging unit is illuminated. Plug the other end of the cord into the bike. The light will turn green when it's fully charged.



WARNING!



- Never remove the battery from the casing.
- Charge the battery every 2 months for at least 1 hour, even if the e-bike has not been in use, otherwise it will lose capacity.
- Regular charging protects the battery from total discharge.
- Never heat the battery or throw it into an open fire.
- Never dispose of battery cells in household waste.
- Never get moisture on the battery contacts.
- The optimal operating temperature for the battery is between 50°F (10°C) and 85°F (30°C). Above and below this temperature, the power output will deteriorate, resulting in a reduced range.
- The e-bike may only be charged using the charger supplied. Ensure the correct voltage supply (110 ~ 120 Vac @ 60 Hz.).
- The e-bike must not be charged if the charging cable is damaged. Please contact customer service.
- A battery's service life and performance depends on its age, care and how often it has been used.



WARNING!



- For optimum battery life, charge and store the e-bike in a dry and clean environment, preferably at a temperature between 45 - 60°F (7 - 15°C).
- Charging the e-bike takes up to 4.5 hours. If the charger is permanently connected to the battery and power supply, this will have a negative effect on the battery life.
- The e-bike and the charger must not be covered during charging.
- Depending on the charge state, lithium batteries have a freezing point of approx. -4°F (-20°C) to -13°F (-25°C). If a battery cell freezes, it will be irretrievably destroyed and the whole battery will need to be replaced. A lithium ion battery loses capacity at low temperatures, just like conventional batteries.
- Compared to other battery models, lithium-ion batteries experience very little self-discharge and have a very low memory effect, but they must be charged periodically.
- Please note that an over-discharged battery will be irreparably destroyed and will have to be replaced for a fee. The battery should also never be completely discharged during operation.

 **CAUTION!** 

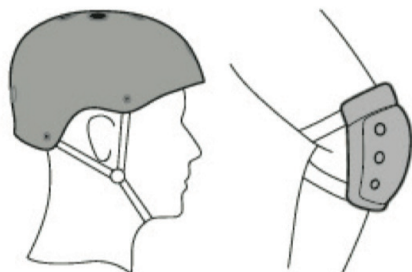
- Allow the battery to charge fully before using the e-bike for the first time.

 **WARNING!** 

- Check your e-bike before every ride (see the section on “storage, maintenance and cleaning”).
- Fold the side stand up before riding to avoid accidents and injuries.

 **NOTE!** 

- Wear comfortable clothing and suitable sturdy shoes while riding.
- Before riding the e-bike for the first time, make sure you have plenty of space and ensure that there are no obstacles in the way.
- Wear a safety helmet for your own safety.



Wear a safety helmet and protectors for your own safety.

1. Powering the Unit On

- A. Make sure the battery is fully inserted and locked into the bike.
 - B. Get on the bike, ready to ride.
 - C. Turn the battery on by press the power switch to the ON position
 - D. Press and hold the power button on the display
 - E. Use the power button on the throttle to shift your pedal assist power level
 - F. To turn off, press and hold the power button again for a couple seconds.
- You can also turn the bike off at the battery.

2. Riding Tips to Maximize Your Battery

To increase battery life and reduce wear on the components, follow these tips:

- A. Use the pedals as often as possible, especially when starting. DO NOT simply rely on the throttle for power.
- B. Minimize starts and stops by looking ahead and planning the route.
- C. Use higher tire pressure

3. Before First Ride (After Initial Build and Inspection)

- A. Adjust seat to comfortable height.
- B. Adjust the seat rails positioning for comfort.
- C. Adjust the handlebar and brake lever position to your liking.
- D. Squeeze brake levers and test the braking power with the bike in a stand, or just walking alongside the bike. DO NOT attempt to ride the bike if the brakes are not adjusted properly.

4. Before Every Ride

- A. Check tire pressure and tread wear. Check the sidewalls for damage.
- B. Check the brakes, ensure brakes have adequate power and appropriate amount of brake pad remaining.
- C. Check that wheels are straight and turning freely. Ensure spokes are consistently tight.
- D. Check the Chain tension and lube the chain to reduce friction.
- E. Check that the handlebars and stem are secure; and tighten all stem bolts to 7 N·m.

1. Display name and model

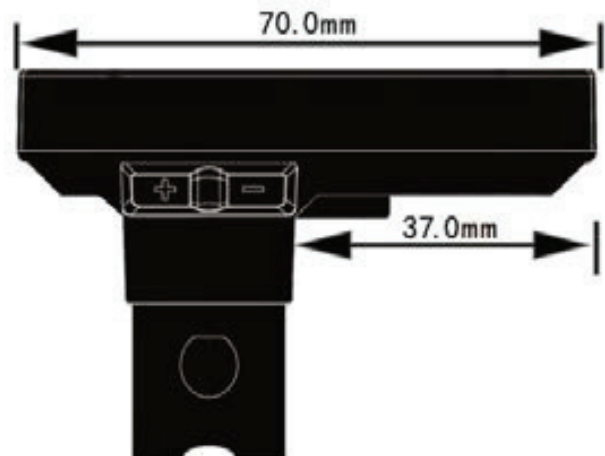
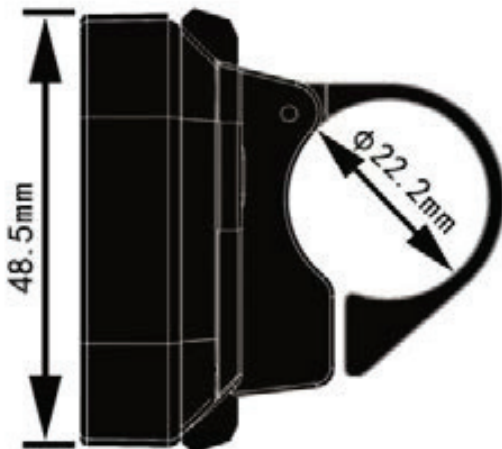
Intelligent LCD display for e-bike; model: YL81C.

2. Specifications

- 36V /48V power supply
- Rated working current 15mA
- Maximum working current 30mA
- Leakage current at power-off <1 uA
- Working current at the supply controller end 50mA
- Working temperature -20-60°C
- Storage temperature -30-70°C



3. Appearance and dimensions



4. Function overview and functional area layout

4.1 Function overview

Display YL8 | C provides a variety of functions to meet the riding needs of users, including:

- Battery level indicator
- Assist level adjustment and indication
- Headlight indicator
- Speed indicator (including real-time speed, maximum speed (MAXS) and average speed (AVG))
- Distance indicator (including ODO and trip distance (Trip))
- Error code indicator
- Bluetooth connection indicator (reserved)
- Parameter setting function

4.2 Functional area layout

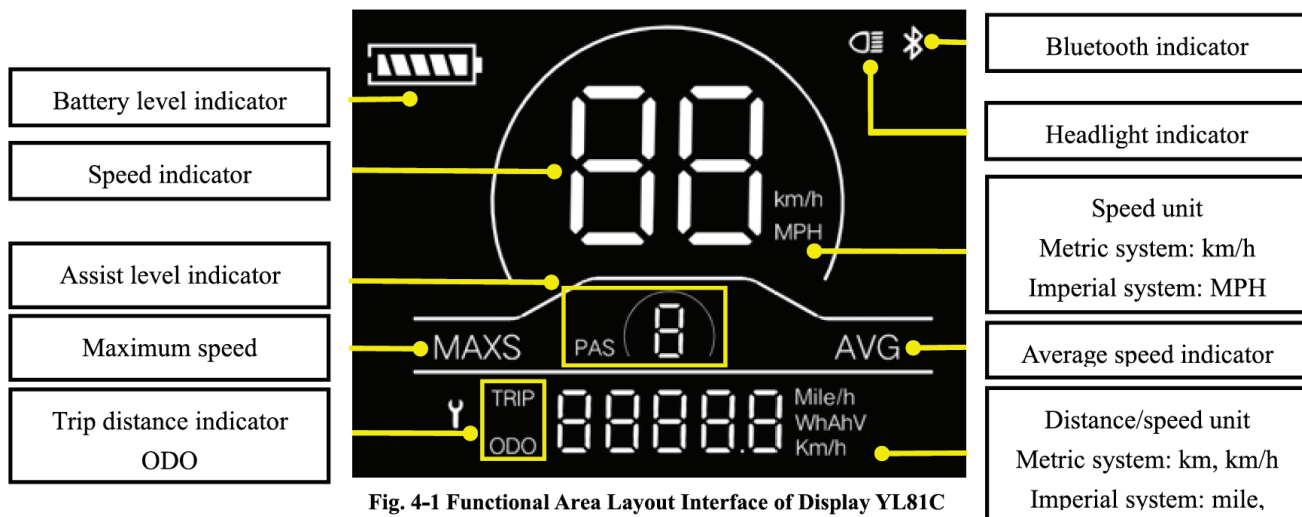





Fig. 4-1 Functional Area Layout Interface of Display YL81C

4.3 Button definitions

There are three buttons on the operating unit of display YL81C, i.e., the on/off (power) button , plus button  and minus button .

5. General operation

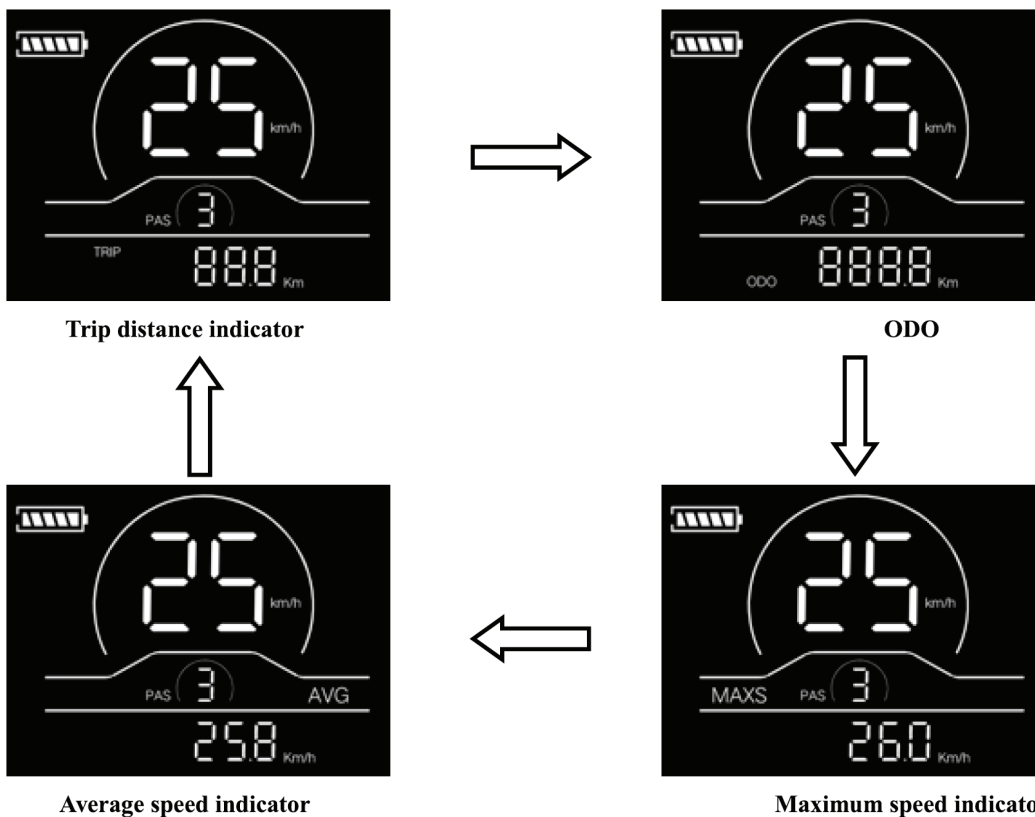
5.1 Power on/off

By pressing and holding the power button, the display will start to work and the working power supply of the controller will be turned on. In the power-on state, by pressing and holding the power button, your e-bike will be powered off. In the power-off state, the display will no longer use the battery power, and its leakage current will be less than 1 uA.

- If your e-bike is not used for more than 10 minutes, the display will be automatically powered off.

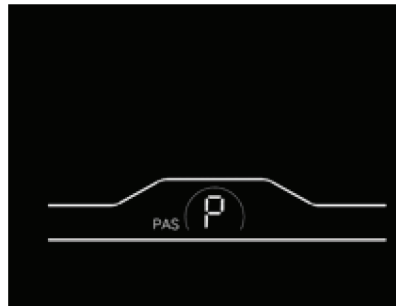
5.2 Display interface

After the display is turned on, the display will show the real-time speed (km/h) and the trip distance (km) by default. By pressing the power button, the information displayed will be switched between the trip distance (km), ODO (km), maximum speed (km/h) and average speed (km/h). When the distance reaches 9999.9 km, it will be automatically reset to zero.



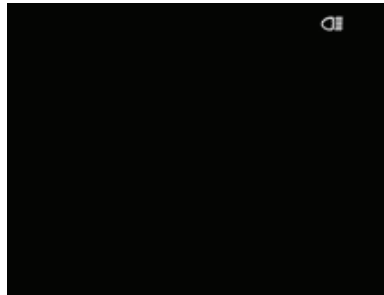
5.3 Push assistance

By pressing and holding the minus button, the electric push assistance mode will be enabled. Your e-bike will run at the constant speed of 6km/h. The display will show level P. By releasing the minus button, your e-bike will immediately stop power output and return to the state before push assistance.



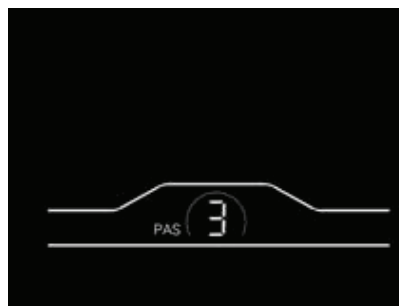
5.4 Headlight on/off

By pressing and holding the plus button, the controller will turn on the headlights and the display backlight will turn dark. By pressing and holding the plus button again, the controller will turn off the headlights and the display backlight will resumes the luminance.



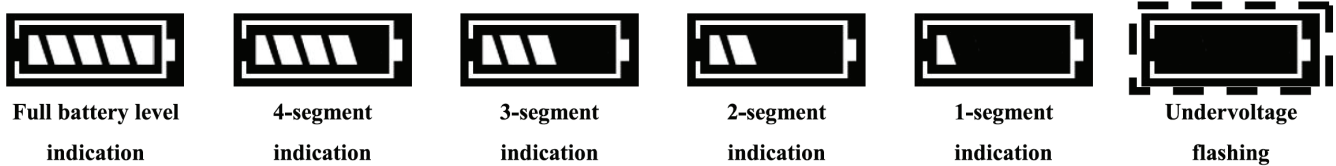
5.5 Assist level selection

By pressing the plus and minus button, the e-bike assist level will be switched to change the motor output power. The assist levels available for the display include: levels 0-3, levels 1-3, levels 0-5, levels 1-5, levels 0-7, levels 1-7, levels 0-9 and levels 1-9.



5.6 Battery level indicator

The battery level indicator consists of five segments. When the battery is fully charged, the five segments will be all on. In case of undervoltage, the outline of the battery indicator will flash, which means the battery has to be charged immediately.



5.7 Error code indicator

When a fault occurs in the electronic control system of your e-bike, the display will automatically indicate the error code in the distance area in the format of E0** . Detailed definitions of error codes are shown in Schedule 1.

- When an error code appears on the display interface, please conduct troubleshooting in time. Otherwise, your e-bike will not work normally.



6. General setting

- All parameters can only be set when your e-bike stops. The steps for general setting are as follows:

In the power-on state, when the display shows the speed of 0,

6.1 Trip distance reset

Press and hold the power and minus buttons at the same time for more than 2 seconds to reset the trip distance.

6.2 Factory reset

dEF refers to factory reset. dEF-n represents not to restore factory settings, and dEF-y represents to restore factory settings. Press and hold the power and plus buttons at the same time for more than 2 seconds to enter the factory reset interface, and press the plus or minus button to select a parameter.



- Before each trip, Check frame for any damage.
 - Look for any dents, cracks or chips to the frame. Although some may only be cosmetic, a small crack in the frame can be a serious safety hazard. **DO NOT** ride the bike if you identify any cracks in the frame.
- Check for loose spokes.
 - Squeeze the spokes together to check the spoke tension. Spokes should flex slightly and return to their original position. See your local bike shop for wheel truing and spoke replacements if necessary. Tighten any loose spokes with a spoke wrench.
- Check forks for damage and air pressure (if applicable).



NOTE!



- Never use alcohol, benzine, acetone or other caustic and volatile chemical solvents that are corrosive to surfaces. These substances can damage the e-bike appearance and its exterior or interior structure.
- Never clean the e-bike with a strong stream of water or high-pressure cleaner.



WARNING!



- Make sure that the e-bike is switched off and the charging socket cover is closed before cleaning, otherwise you may be exposed to the risk of electric shock or damage the e-bike.

- Store your e-bike in a dry and cool place.
- A well-maintained battery can still provide good performance even after many miles. Charge the battery after each ride and avoid driving the battery on “empty”.
- Follow the instructions in the “Battery usage” section.



CAUTION!



- Do not store your e-bike outdoors. Continuously exposing the e-bike to the sun or hot or cold conditions will accelerate surface aging and reduce the battery life.
- Don't forget to turn the e-bike off after each ride and to charge the battery. The cells will be irreparably damaged if the battery is over-discharged. Damage resulting from incorrect use is not covered by the warranty. Removing or opening the battery is not permitted.

Manufacturer's Limited Warranty (North America) this is the manufacturer's limited warranty ("Limited Warranty") for the SR-3B ("Product") for consumers in United States, Canada and Mexico. This Limited Warranty describes the service available to you in the event your Product requires warranty service, and you may have additional protections under your local laws. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM COUNTRY TO COUNTRY AND STATE TO STATE. Please retain this document and the original purchase receipt to preserve your warranty service

RECORD YOUR PRODUCT SERIAL NUMBER:

Record your Product's Serial Number below.

You can find the Serial Number on the exterior of the carton box or located on the bottom of the Product.

Service E-mail: serviceNA@shellride.com

Service Telephone Toll Free: 1-855-585-9141

Website: www.shellride.com

Product is manufactured and distributed by Lotus International Company ("Lotus"), located at 6880 Commerce Blvd, Canton, Michigan, 48187, USA

Limited Warranty Period:

Limited Warranty covers all defects in material and workmanship of the Product arising or occurring as a result of your normal and ordinary use of the Product. In the event a defect covered by this Limited Warranty occurs, Lotus will repair or replace your Product in accordance with the terms of this Limited Warranty. The applicable period for the Limited Warranty begins from 30 days following the original purchase date of the Product from Lotus or an authorized Lotus distributor or dealer.

360 DAYS WARRANTY COVERAGE: Vehicle body (metal parts) including main body, front fork assembly, steering post, folding mechanism, rear wheel, front motor, handle bar assembly, brake cable and charge port.

180 DAYS WARRANTY COVERAGE: Vehicle electrical parts including dash panel, power control module, battery pack, AC adapter, electronic throttle mechanism, electronic brake mechanism, headlight and tail light.

90 DAYS WARRANTY COVERAGE: Components subject to normal wear including rubber deck mat, ergonomic handlebar grips, front tire, rear tire, front fender, rear fender, front fork covers, charge port cover, reflective stickers, labels, decals, painted logos, kickstand and fasteners.

If a malfunction or defect occurs, the dealer must be informed immediately, and the problem that has occurred must be described to them in detail. If the problem cannot be solved in this way, the thoroughly cleaned product, including all accessories, must be packaged for safe transport and returned in accordance with the dealer's instructions.

The following information and documents must be included with the package:

1. Name and address (must also be on the outside of the package)
2. Item no. and serial no. (located on the side of the deck)
3. Purchase date
4. Copy of original receipt
5. Detailed description of the problem
6. In case of damage during transport:

It is strongly recommended to use the original packaging to ensure safe transport. If you do not have original packaging, please contact Shell Ride customer service and proper packaging materials will be sent to you. Shell Group and its distributors accept no liability for damage caused by improper packaging, and the warranty will become void.

Online help resources are available at: <http://www.shellride.com/service>. If you discover what you believe is a defect with your Product, please contact Shell Ride Service at 1-855-585-9141. Technical support personnel are available to assist you in diagnosing and fixing many problems you may encounter in the use of your Product. In the event we cannot help you fix the problem, you may be entitled to warranty service under this Limited Warranty. In order to submit your Product for warranty service pursuant to this Limited Warranty, you will be asked to provide (i) the proof of purchase from an authorized retailer; and (ii) the Product's serial number. Upon verification of your eligibility, you will need to provide your name, email address, mailing address and contact telephone number in order to receive a return materials authorization ("RMA") number. The Service Center must receive your defective Product within thirty (30) days from issuance of an RMA to you. You must include your defective Product within the provided or approved packaging for shipment to the Service Center. You are responsible for any damages caused by your improper packaging or shipment of the Product, or risk of loss during shipment to the Service Center. The Service Center will conduct an inspection of your Product. If it's determined that the problem is not covered under the Limited Warranty, you will be notified and informed of your service or replacement alternatives that are available to you on a fee basis, or your Product will be returned to you unrepaired. For eligible warranty claims, the Service Center will repair defective Products with new or reconditioned parts of same or similar style at no cost to you for the service. Parts replaced by will be retained by, and become the property of the Service Center. For eligible warranty claims, return shipping charges will be covered by the Service Center to you.

This Limited Warranty does not cover and excludes damage to your Product caused by abuse, misuse, neglect or commercial use. Damage caused by improper charging, storage, or operation, including, without limitation, use contrary to the owner's manual and other documentation, use other than in accordance with specified weight and age limits, use on stairs, walls and curbs, or any extreme sports or exhibition use. Damage caused by accidents, collisions, riding over obstacles, racing, fire, water submersion, high pressure water spray, freezing, earthquake, dropping, severe oxidation, or chemical solvent corrosion. Damage caused by any repair that was unauthorized by the Shell authorized distributor or Service Center. Damage caused from improper packaging or mishandling during shipment to the warranty service provider. Cosmetic defects including scratches, dents and the removal of protective coatings that are designed to diminish over time, unless such damage occurred due to a defect in materials. Damage caused by the use of the Product with, or any modification to the Product using, any third party product, component or accessory that is not sold by the Shell authorized distributor and does not arise from product-design, technology, manufacturing or quality.

Liability Disclaimer and Limitations: Shell Group and its authorized distributors do not assume, nor authorizes anyone to assume on its behalf, any other obligation or liability in connection with a Product, its component parts, accessories, service repair, or this Limited Warranty. Lotus is not responsible for any loss of use of a Product, its component parts, accessories, or for any inconvenience or other loss or damage which might be caused from any defect in a Product, its component parts, accessories, service repair, or for any other incidental or consequential damages the purchaser may have as a result of any defect in a Product, its component parts, accessories, or service repair.

THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO PRODUCT AND ITS COMPONENT PARTS, ACCESSORIES, AND SERVICE REPAIR. SHELL GROUP ITS AFFILIATED COMPANIES AND AUTHORIZED DISTRIBUTORS DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER APPLICABLE LAW. ANY SUCH IMPLIED WARRANTIES WHICH MAY BE REQUIRED BY LAW AND ARE NOT DISCLAIMED HEREBY ARE LIMITED, TO THE EXTENT ALLOWED BY LAW, TO THE APPLICABLE PERIOD OF THIS LIMITED WARRANTY, OR TO THE APPLICABLE TIME PERIOD PROVIDED BY THE APPLICABLE COUNTRY/STATE LAW, WHICHEVER PERIOD IS SHORTER. SOME COUNTRIES/STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SOME COUNTRIES/STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME PURCHASERS.

LOTUS'S TOTAL AND AGGREGATE LIABILITY FOR ALL CLAIMS, JOINT AND SEVERALLY, ARISING HEREUNDER AND ANY AND ALL APPLICABLE WARRANTIES AT LAW ARE LIMITED TO THE REPAIR OR REPLACEMENT OF ANY DEFECTIVE PRODUCT, AS DETERMINED IN LOTUS'S DISCRETION, AND ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE HEREBY EXCLUDED, UNLESS SUCH LIMITATIONS AND EXCLUSIONS ARE:

- in the event of use other than the intended use (misuse)
- in the event of improper operation, care and/or maintenance or storage (e.g., damage caused by moisture or excessive temperatures, neglected products, etc.)
- in the event of repairs, repair attempts and modifications of any kind or in the event of the use of third-party spare parts and accessories, etc., which have been carried out by anyone other than Shell Group or companies authorized by Shell Group.
- in the event of improper transport packaging and/or improper transport
- in the event of improper mechanical influences on the product or parts of the product
- in the case of any events which are not due to the processing and manufacture of the product (e.g., a fall, impact, damage due to external influences, fire, earthquake, flood damage, lightning, etc.)
- unless original proof of purchase is presented
- when used for private purposes, especially for commercial use

If Shell Group or their distribution partners incurs costs for sending back/returning a product, and neither a warranty case nor a right to return exists, these must be borne by the purchaser.

The following warranty terms are applicable to all Lotus E-Bikes ("E-bikes") sold to end users in Canada ("Customer") by Gentec International

1. This Limited Warranty is expressly limited to the following E-bikes component parts: lithium-ion battery ("Battery") stem, handlebar, headset, brakes, shifter, motor, throttle, controller, wiring harness, LCD display, (collectively, "Components").
2. This Limited Warranty does not cover:
 - (a) normal wear and tear of a Component; or
 - (b) components of the E-bike which are normal wear and tear parts, specifically, wheels, brake pads, cables and housing, grips, lights, or kickstand ("Excluded Parts").
3. Components are warranted against defects in material or workmanship for one (1) year ("Warranty Period"). The Warranty Period begins on the date of sale by Gentec to the Customer and ends on the earlier of:
 - (a) the end of the Warranty Period; and
 - (b) the date of sale or transfer of the E-bike or Component to another person. This Limited Warranty is not transferable.
4. Components are not covered under this Limited Warranty for any damage or loss resulting from:
 - (a) failure to follow instructions in the E-bike owner's manual; (b) accident, misuse, neglect, abuse or operator error;
 - (b) commercial use;
 - (c) extreme, stunt or competition riding;
 - (d) alteration, modification, or improper assembly of the Component;
 - (e) unauthorized service or installation of parts or accessories not originally intended and compatible with the E-bike;
 - or
 - (f) improper maintenance of the Component.
5. The Battery is not warranted against damage resulting from power surges, use of an improper charger, improper maintenance, and normal wear or water damage. For clarity, Batteries need to be maintenance-charged if the E-bike is not used regularly or ridden less than 10 km each time it is started. If the Battery capacity falls below 80% during the Warranty Period, it is covered by this Limited Warranty. Battery capacity at or exceeding 80% in the Warranty Period is within tolerance.
6. Damage to a Component during shipping is not covered by this Limited Warranty. Shipping damage claims are time sensitive and the Customer shall immediately inspect the E-bike for damage immediately on receipt. Gentec will replace Components damaged during shipping, provided the Customer:

- (a) notes any immediately recognizable damage on the shipper's bill of lading prior to signing off on the delivery;
- (b) provides notice of the shipping damage claim to Gentec by email at info@gentec-intl.com within ten (10) days of the date of sale of the E-bike by Gentec to the Customer, together with a legible imaged copy of the shipping receipt of the E-bike and a legible dated image of the damaged Component; and
- (c) returns all original packaging and paperwork included with the E-bike on delivery to the Customer to GENTEC INTERNATIONAL, Service Department, 90 Royal Crest Court, Markham, Ontario L3R 9X6, at the Customer's expense, unless Gentec agrees writing to pay such costs.

Warranty Claims Process

7. In the event of a potential claim under this Limited Warranty, by a Customer ("Warranty Claim") the Customer must contact Gentec Technical Support by email at info@gentec-intl.com or by phone at 905-513-7733. Gentec may require the Customer to sign, initial and return a form setting out the terms of this Limited Warranty in connection with any Warranty Claim. The signature of a parent or guardian may be required if Customer is under the age of majority.

8. If the E-bike which is the subject of a Warranty Claim is also subject to a credit card chargeback in any amount, this Limited Warranty shall be invalid until the credit card chargeback has been resolved.

9. Gentec Technical Support will initially work to identify potential fixes, and determine whether this Limited Warranty applies.

10. In the event Gentec determines that this Limited Warranty applies, Gentec shall, at its sole option:

- (a) repair the Component free of charge with new or refurbished parts; or
- (b) replace the Component with a new Component.

11. If Gentec determines that a Component is to be repaired or replaced, Gentec Technical Support will provide the Customer with:

- (a) the contact information for an independent service center authorized by Gentec to repair E-bike Components ("Authorized Service Center");
- (b) instructions for returning the Component and receiving the replacement or repaired or replaced Component to Gentec; and/or
- (c) assistance in how to replace or install the new or repaired Component in the E-bike.

12. The Customer shall be responsible for all shipping costs associated with returning a Component to Gentec or an Authorized Service Center, unless Gentec agrees writing to pay such costs. All Components replaced under warranty shall be the property of Gentec.

Limitation of Liability

13. The Customer acknowledges and agrees that:

- (a) Gentec assumes no liability for the use and operation of the E-bike;
- (b) all users and operators of the E-bike must be properly qualified;
- (c) all users and operators of the E-bike must abide by all applicable provincial or other applicable law relating to its use and operation;
- (d) in the event of any health concern, the user or operator will consult a physician before using or operating the E-bike;
- (e) the E-bike must be properly maintained to ensure it is safe to use and operate, including steering, brakes, drive train, tires, throttle, and kill switch;
- (f) the E-bike must be inspected prior to any use to ensure it is in riding order and safe to use;
- (g) safe use and operation of the E-bike requires approved safety equipment including, but not limited to, helmet, goggles, leg and arm protection and gloves;
- (h) all body parts and any foreign objects must be kept clear of the E-bike's moving parts including, without limitation, the chain or spindle drive;
- (i) the E-bike is intended for use by one operator, and during daylight hours when visibility is not limited;
- (j) operating any vehicle, including E-bikes, involves inherent risk including, but not limited to, risk of serious bodily injury, disability or death. These inherent risks may be the result of acts or omissions of the Customer or other persons, including negligent acts or omissions; and
- (i) the Customer assumes all risks of, and responsibility for, the use and operation of the E-bike.

Limitation of Remedies

14. THE REMEDIES DESCRIBED ABOVE ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES AND GENTEC'S ENTIRE LIABILITY TO THE CUSTOMER FOR THE E-BIKES, COMPONENTS AND EXCLUDED PARTS, AND FOR ANY BREACH OF THE LIMITED WARRANTY.

15. GENTEC SHALL NOT, IN ANY EVENT, BE LIABLE TO THE CUSTOMER FOR:

- (A) ANY AMOUNT IN EXCESS OF THE ACTUAL AMOUNT PAID BY THE CUSTOMER FOR THE E-bike;
- (B) ANY PERSONAL INJURY, PROPERTY DAMAGE, DAMAGE TO OR LOSS OF EQUIPMENT, LOST PROFITS OR REVENUE OF THE CUSTOMER OR ANY OTHER PERSON, ARISING FROM THE USE OR OPERATION OF THE E-bike; OR
- (C) ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT, AND EVEN IF GENTEC HAS BEEN ADVISED ON THE POSSIBILITY OF SUCH DAMAGES OR LOSSES.

16. TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, GENTEC DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

17. THIS LIMITED WARRANTY/LIMITATION OF LIABILITY AGREEMENT GIVES CUSTOMERS SPECIFIC LEGAL RIGHTS. IT IS NOT INTENDED TO CONFER ANY ADDITIONAL LEGAL RIGHTS, INCLUDING JURISDICTIONAL OR WARRANTY RIGHTS, OTHER THAN AS SET OUT IN THIS AGREEMENT OR AS REQUIRED BY APPLICABLE LAW. THE CUSTOMER MAY HAVE OTHER RIGHTS, WHICH VARY FROM PROVINCE TO PROVINCE. SOME PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR FOR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY.

Governing Law/Jurisdiction/General Terms

18. This Limited Warranty/Limitation of Liability agreement shall be governed by and construed in accordance with the laws of the province of Ontario, excluding its conflict of laws provisions which may direct the application of another jurisdiction's laws.

19. All disputes, controversies or claims relating to the condition, operation or use of the E-bike sold by Gentec to the Customer, whether or not arising out of, or in connection with, this Limited Warranty/Limitation of Liability agreement, shall be finally resolved by arbitration to be held in Toronto, Ontario and conducted in English under the Arbitration Act, 1991, S.O. 1991, c. 17 ("Rules") by one (1) arbitrator who is designated in accordance with the Rules. The arbitral award shall be final and binding on Gentec and the Customer. Except to the extent entry of judgment and any subsequent enforcement may require disclosure, all matters relating to the arbitration, including the award, shall be held in confidence.

If the forgoing arbitration provision is held to be invalid or unenforceable for any reason, the Customer and Gentec irrevocably:

- (a) agree that the courts of the province of Ontario shall have exclusive jurisdiction over any disputes, controversies or claims relating to the E-bike sold by Gentec to the Customer, whether or not arising out of, or in connection with, this Limited Warranty; and
- (b) submit to the jurisdiction of such courts and waives any objection to proceedings in any such court on the ground of venue or on the ground that proceedings have been brought in an inconvenient forum.

20. This Limited Warranty/Limitation of Liability agreement constitutes the entire understanding of the Customer and Gentec in connection with the condition, operation and use of the E-bike sold by Gentec to the Customer and supersedes any other oral or written understanding, and discussions between them. There are no representations, warranties, terms, conditions, undertakings or collateral agreements, express or implied, other than as expressly set out in this agreement. No modification of, or amendment to, this agreement will be valid or binding unless in writing and signed by Gentec and the Customer. No waiver of any breach of any term or provision of this agreement will be effective or binding unless made in writing and signed by Gentec and the Customer. If a court or other lawful authority of competent jurisdiction declares any section or part of any section of this agreement to be invalid, illegal or unenforceable, that section will be enforced to the maximum extent permitted by applicable law and this agreement shall otherwise continue in full force and effect.

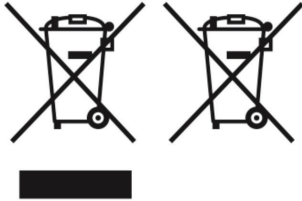
If you have any questions about the product you have purchased which cannot be answered by the seller, please contact our customer service.

Please have the following information/documentation ready:

1. Name, first name and address
2. Model number
3. Serial number
4. Date of purchase
5. Original receipt
6. Description of the problem

Customer Service: 1-855-585-9141
serviceNA@shellride.com

Our customer service team always strives to process your request in the best possible manner and as quickly as possible.



Old vehicles may not be disposed of with household waste! If the vehicle can no longer be used, all consumers are required by law to bring old vehicles to a separate waste collection point, for example in their community or district, and must not dispose of them in the household waste. This ensures that the old vehicles are properly recycled and that negative effects on the environment are avoided. It is for this reason that electrical appliances are marked with this symbol.

Please take defective batteries or ones that are no longer usable to your local collection point. Look for the symbol on the battery.



Dispose of the packaging according to type. Dispose of paper and cardboard as waste paper, and films as recyclables.

Federal Communications Commission (FCC) Compliance Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
 - (2) this device must accept any interference received, including interference that may cause undesired operation.
- Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

Industry Canada (IC) Compliance Statement for Canada. This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement. CAN ICES-3 (B)/NMB-3(B)

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