

LEGAL WARRANTY / GUARANTEE

Riese & Müller is obliged by law to ensure, among other things, that your E-Bike does not exhibit any faults that reduce or void its value or suitability. Your entitlement to this protection ends two years after the purchase of the E-Bike. The warranty claim is directed at the respective seller. In a first step there is a claim for supplementary performance, in particular repair or replacement. Warranty claims only exist for initial faults that were already present at the time of handover. In the first six months after handover it is assumed that any fault that occurs is an initial fault. Regardless of the legally prescribed liability for defects, Riese & Müller grants a five-year guarantee for breakage of the frame or rear swing arm.

This warranty, which goes beyond the requirements of statutory legislation for defect liability, will only apply if the following points are met:

- You are the first owner of the E-Bike.
- You have registered your E-Bike within four weeks from the purchase date through the following link: www.r-m.de/en-gb/service/warranty/
- The E-Bike logbook in the appendix has been completed and all of the inspections listed there have been carried out and recorded by the dealer.

In the event of a claim, the fully completed bike logbook, together with the frame or entire cleaned bike, must be sent in. So please keep this documentation in a safe place. We will replace the faulty frame or rear swing arm. Labour costs for conversion and shipping costs will be charged. This warranty only applies to the first person to purchase the bike. Any claims outside this warranty, e.g. for compensation or inability to use the bike, will not be entertained. The original duration of the warranty is not extended by any warranty service.

Damage caused e.g. by wear, neglect (failure to maintain and care for the bike), crashes, excessive strain caused by excess loads, incorrect assembly and handling, any changes to the E-Bike (attachment or modification of additional components) or tuning is not covered by this warranty.

No warranty claims can be made if the bike is used in competitions, jumps or if exposed to extreme strain of any other type.

The terms described here do not apply to commercial use.

The battery of your E-Bike is a wearing part. The electronic components within are subject to the statutory warranty of two years. We guarantee that the battery will still have a capacity of 60% after two years or 500 charge cycles (depending on which happens first).



NOTE!

You find the frame and series number at the sticker below the top tube or down tube (Load/ Packster: under the battery).

INFORMATION ON WEAR AND TEAR

Some components of your bike are subject to wear owing to their function. The extent of wear depends on the care, maintenance and nature of the use of the E-Bike (mileage, riding in rain, dirt, salt, etc.). Bikes that are often left outside can also be subject to increased wear due to weathering. The parts must be replaced once they reach their wear limit.

This includes:

- the drive chain or toothed belt
- the brake cables
- the rubber hand grips
- the sprockets, pinions or toothed belt discs
- the gear cables
- the tires
- the saddle cover
- the brake pads
- the rims or brake discs.

The brake pads of rim and disc brakes are subject to wear owing to their function. If the E-Bike is used for sports purposes or for riding in mountainous terrain, it may be necessary to change the brake pads more frequently. Check the condition of the pads regularly and, if necessary, have them replaced by a specialist dealer. In the case of rim brakes it is not just the pads that wear down, but the rim too. Therefore check the rims regularly e.g. when pumping up the tire. Rims have a peripheral groove as an indicator of wear. If this groove can no longer be seen, the rim must be replaced. If deformations or fine cracks appear in the sides of the rims when air pressure is increased, this indicates the end of the service life. The rim must then be replaced immediately.

Brake discs also wear out. Regularly have the thickness of the brake discs checked as part of inspections and replace the components, if necessary.

Replacing these parts due to wear, is not subject to the statutory warranty obligation.

The bearings and seals for suspension forks and spring-loaded rear stays are in constant motion when the chassis is working. Environmental factors cause wear on these moving parts. These areas must be regularly cleaned and maintained. Depending on the operating conditions, it cannot be ruled out that parts will have to be replaced due to wear, e.g. if bearing play starts to occur.

Point of contact for complaints and servicing is solely the Riese & Müller specialist dealer. On request we will be glad to inform you of a nearby dealer (dealers can also be found online at www.r-m.de/en-us/).

Furthermore, we would point out that you must contact your dealer before arranging repairs in order to ensure the quickest and most cost-effective way to deal with your issue. Please note the following instructions if your E-Bike has to come to the dealer's or our workshop: Services and repairs are only performed on sufficiently cleaned wheels. Remove all individual parts before shipping (computer, rear mirror, trailer couplings, locks, quick-release couplings, etc.).

Services are performed using the guideline values of the standard bike equipment. Individual parts are only restored to a reasonable extent in this sense. No wear parts are replaced or inspections performed during servicing. In addition, payments and materials are handled exclusively through the specialist dealer. Make sure that you or your dealer place sufficient postage on the packaged item.

In the interest of durability and long service life of the components, the manufacturer's assembly specifications (including torque for screws) and the specified maintenance intervals must be complied with.

Failure to comply with the assembly specifications and inspection intervals can void the warranty and liability for defects. Please note the inspections outlined in your manual or the exchange of safety-related components such as handlebars, brakes etc. that may be required in some circumstances.

The currently applicable standards, tests and checks assume an average service life of 10 years or 16,500 km to 20,000 km of E-Bikes (depending on which occurs first). In accordance with the high quality standards, Riese & Müller assumes a mileage about three times higher for its frames and forks. However, the strain on an E-Bike depends heavily on the load, the condition of roads and the riding style. If you regularly put an above-average strain on the E-Bike due to heavy loads (overall vehicle weight over 110 kg), poor roads (e.g. cobblestones, potholes, kerb stones) or otherwise, you should assume a reduced service life in compared to industry standards. Once the product has reached the end of its service life, road safety is no longer warranted.

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This manual complies with the European standard EN 15194