

# ebii 20

## The AI-driven Smart eBike User's Manual

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# 1 Safety Declaration

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## 1.1 Important Safety Notice

1.1.1 Dear customer, please read all the instructions before using the ebii 20 (hereinafter referred to as the Product, ebii 20).

Product Name : Electrically Power Assisted Bike

Model : ebii 20

1.1.2 Please wear a helmet while riding the ebii 20.

1.1.3 The ebii 20 is limited to a single rider only, not allowed to carry passengers.

1.1.4 Due to the interconnection of the handlebar, brake, and steering system of the ebii 20, please grip the handlebar tightly with both hands while riding. Never ride the ebii 20 with a single hand.

1.1.5 It's required to conform to the state traffic regulations while riding the ebii 20, and also mount the accessories compliant with state regulations. (For example, the reflector panel compliant with state regulations.)

1.1.6 Once the ebii 20 is damaged or partially immersed in water, be sure not to use it anymore.

1.1.7 The ebii 20 can only be cleaned with mild detergent and slightly wet cloth. Be sure not to use solvent on it. However, for the areas of screen, buttons and charging port, use a dry cloth to clean, avoid moisture inlet.

1.1.8 Children are prohibited from playing with the ebii 20, or cleaning and maintaining it without the supervision of adults.

1.1.9 While using the ebii 20, please keep your hands away from all the moving components.

1.1.10 The ebii 20 is equipped with Bluetooth. Even when the Bluetooth is disconnected, the product can still be used normally.

1.1.11 The ebii 20 includes a replaceable battery. It's required to remove the battery before disposal.

1.1.12 The suggested environment for using the ebii 20 is 5-40 degrees Celsius with a maximum load capacity of 120kg (including the ebii 20).

1.1.13 The ebii 20 isn't for pedaling and riding with high intensity.

1.1.14 While operating the ebii 20, the A-weighted Sound Pressure Level for the rider's ears is less than 70db(A).

1.1.15 After riding the ebii 20 for a long time, the systems of brake, electronic control and motor may generate higher temperatures. Please do not touch them before cooling down.

1.1.16 The ebii 20 is designed for riding on asphalt roads or pavements. Please do not ride on non-asphalt or poorly paved roads.

1.1.17 The handlebar of the ebii 20 is not adjustable. Please do not refit it arbitrarily.

- 1.1.18 It's not allowed to mount any trailer on the ebii 20. Please do not refit it arbitrarily.
- 1.1.19 It's not allowed to mount any child seat on the ebii 20. Please do not refit it arbitrarily.
- 1.1.20 Please do not disassemble the front and the rear wheels of the ebii 20 by yourself. If any maintenance or adjustment is required, please contact our company and/or the qualified suppliers authorized by our company for further maintenance.
- 1.1.21 Please do not adjust the belt tension by yourself. If any maintenance or adjustment is required, please contact our company and/or the qualified suppliers authorized by our company for further maintenance.
- 1.1.22 Refitting the ebii 20 or changing any parts of the ebii 20 arbitrarily will lead to the invalidation of the warranty. For your safety while riding the ebii 20, if any parts are required to be replaced, please contact our company and/or the qualified suppliers authorized by our company for further maintenance.
- The company isn't responsible for any legal and safety issues caused by your arbitrary refit or change of any parts.

**Warning :**

- ◆ Individuals who are physically, perceptually or mentally handicapped or those who lack riding experience or knowledge are not eligible to ride the ebii 20 unless under the supervision or instructions of someone responsible for their safety.
- ◆ The ebii 20 is for the intended use depicted in this user manual only. Please do not use any accessories not recommended for this product.
- ◆ Please do not use the ebii 20 in environments with aerosols (sprays) or anywhere transporting oxygen.
- ◆ Caution: Fire and burn risk. Please do not place the ebii 20 (including the battery) close to any open flame and/or in any place with high temperature

## 1.2 Battery and Charger

1.2.1 Please consider all the information below while taking care of the battery and its charger.

### Warning :

- ◆ Put the battery out of reach of children and pets.
- ◆ Do not place the battery and charger close to water and fire.
- ◆ Do not drop or crash the battery and charger.
- ◆ Only use the charger provided with the ebii 20 or charge with backup/ replaceable charger provided by the official distributor.
- ◆ Please do not use the battery or charger for other purposes not mentioned in this manual.
- ◆ Be sure not to connect the battery terminals with each other.
- ◆ While charging, please do not cover the battery or charger, nor place any objects on the battery or charger.
- ◆ While charging, please do not leave the battery or charger unattended.
- ◆ Once any strange odor or smoke is spotted, please disconnect the charger and the battery immediately.
- ◆ Under the rare circumstance of battery on fire: Please do not try to extinguish the fire with water. Instead, use a large amount of sand to cover the fire and call the fire emergency services immediately.
- ◆ During charging, it's required to avoid touching the battery and charger. The charger may get heated while charging the battery.

### Notice :

- ◆ Once the lifespan of the battery expires, it should be treated as hazardous waste material. It should not be disposed of with regular household waste. Please ask the distributor for suggestions on proper battery disposal.

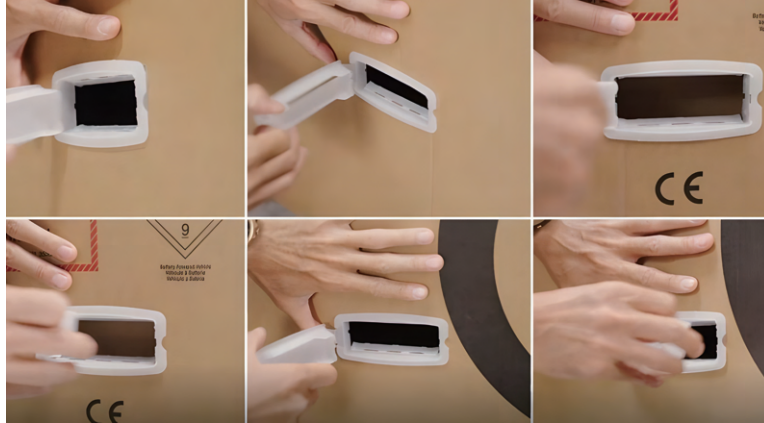
**Please retain this manual properly and actually follow the instructions in this manual.**

## 2 Unbox your ebii 20

### 2.1 Instructions for Unboxing

You can follow the instructions on the paper carton to complete the unboxing of ebii 20.

(1) Remove the buckles on the four sides of the carton, six in total.



(2) Lift and open the carton from the adjacent side. You can take out ebii 20 accordingly.



(3) The carton base after unboxing can be used as the exclusive stand for ebii 20.



(4) For a complete unboxing tutorial, please refer to:

<https://ebii-service.acergadget.com/service.php?route=1>



## 2.2 ebii 20 Accessories

The accessories coming with ebii 20 include:



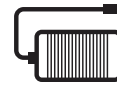
5mm hex key x 1



4mm hex key x 1



Open-end wrench x 1



Power transformer x 1(set)



Charging cable x 1

\*A suitable charging cable will be provided subject to the different sales territories.

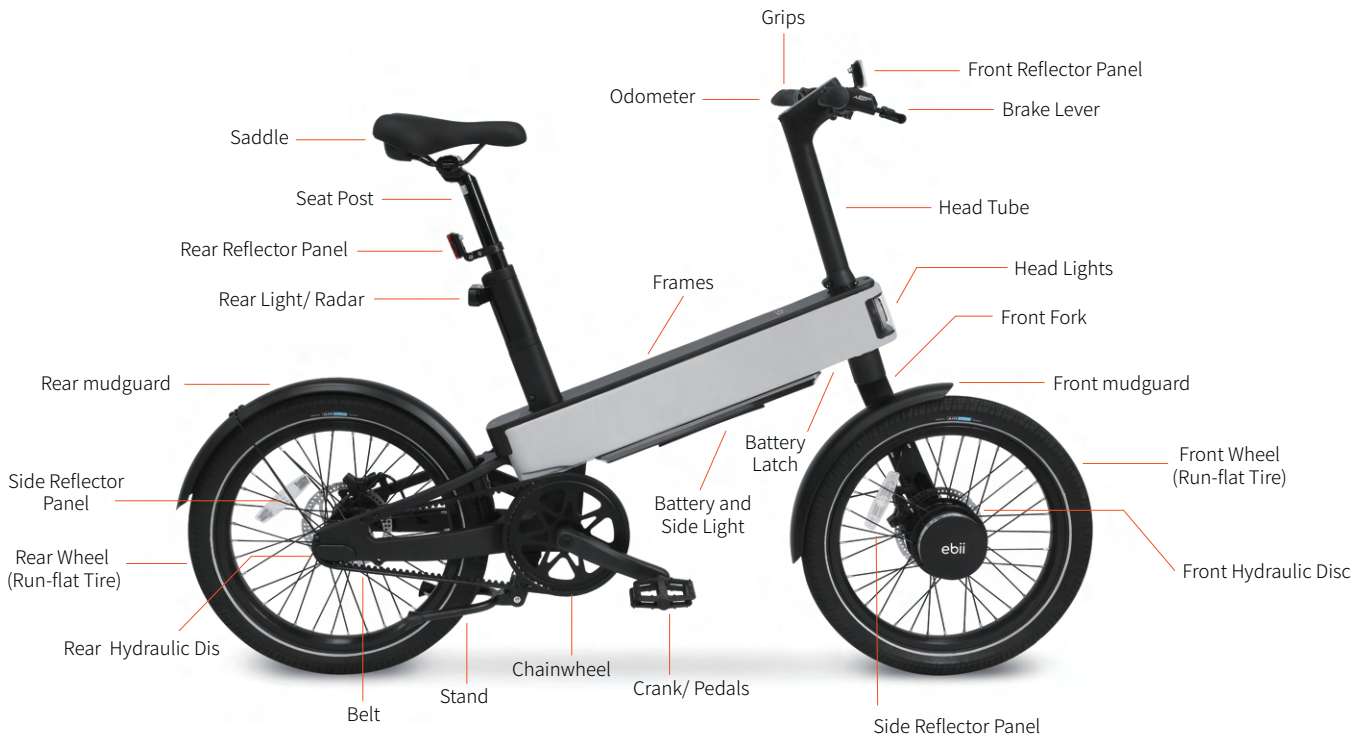


Front reflector panels (silver white) x 1(set)

Rear reflector panels (red) x 1(set)

Side reflector panels (silver white) x 2(sets)

## 2.3 Introduction of the E-Bike Body



E-Bike Model	Length (mm)	Width (mm)	Height (mm)	Tare Weight (kg)
ebii 20	1578	552	1024	23.5

## 2.4 Specifications of ebii 20

Specifications of ebii 20	
Width of Handlebar	55 cm
Brake	160 mm Hydraulic Disc Brakes
Lighting	Front/ Rear/ Side light
Controller	48V CAN Bus – Automatic Assistance Control
HMI	8x8 LED Dot-Matrix
Frame	Aluminum Alloy
Drive	Single Speed
Maximum Assisted Speed	25 km / hour (20 mile/hour) *1
Motor	250W Hub Motor
Motor Torque	40 Nm
Battery	460W Removable Lithium-ion Battery
Charging Time	Power Charged from 0 to 100% within 2.5 hrs *2
Wheels	20 x 2.35 inch Puncture-proof Tires
Width of Tire	55 mm

\*1: Please do not change the control device of the maximum riding speed.

\*2: The time may vary due to factors such as battery usage and charging habits of different users.



### 3 Preparing for the First Ride on ebii 20

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#### 3.1 Mount the Reflector Panels

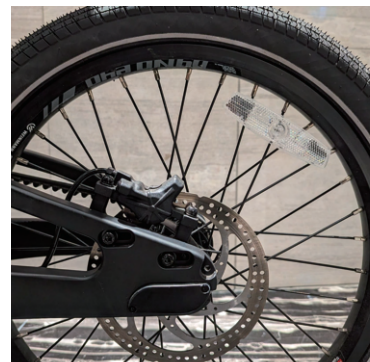
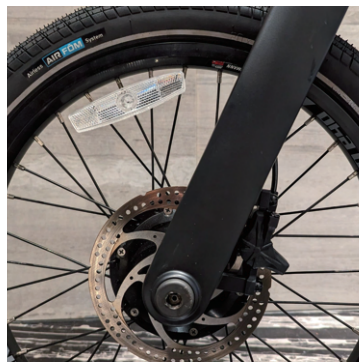
After fastening the front reflector panel and the holder with screws, mount and fasten the holder tightly onto the handlebar.



After fastening the rear reflector panel and the holder with screws mount and fasten the holder tightly onto the seat post.



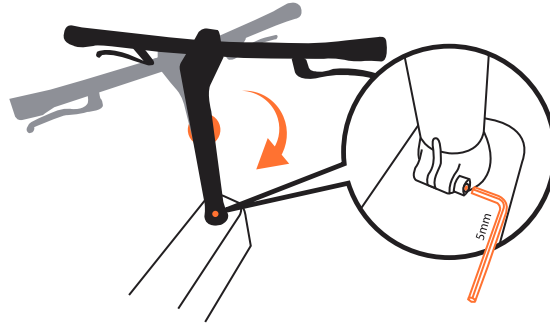
Mount and fasten the side panels tightly onto the spokes of the front and rear wheels.



The reflector panels are designed to receive and reflect light, helping you be seen and recognized while riding the ebii 20.

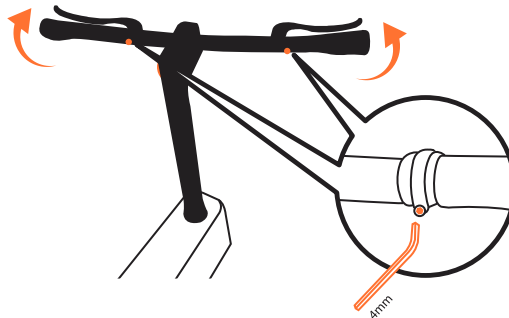
### 3.2 Adjust the Stem

To reset the stem, make sure that the centerline of the stem aligns with that of the front wheel. Fasten the stem screw using the 5mm hex key, with the recommended torque between 6~8 Nm. Apply a small amount of lubricating oil when tightening the screws to reduce friction during fastening.



### 3.3 Adjust the Brake Levers

Adjust the brake levers on both right and left sides to an appropriate location and fasten the screws with the 4mm hex key, with the recommended torque between 6~8 Nm. Apply a small amount of lubricating oil when tightening the screws to reduce friction during fastening.



### 3.4 Adjust the Height of the Saddle

You can measure your own inseam and adjust the saddle height based on it. After loosening the clamp screw, adjust the saddle to an appropriate height for your legs to step on the ground while straddling and then fasten the clamp screw tightly. The recommended torque is between 6~8 Nm. Apply a small amount of lubricating oil when tightening the screws to reduce friction during fastening.

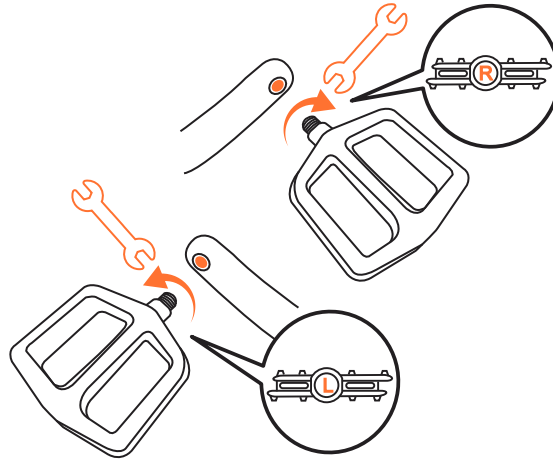


Notice :

1. If there's a radar installed on your ebii 20, the fixation of the radar relies on the positioning after pushing down the clamp of seat post to set the screw. Therefore, please do not loosen the securing screw of the radar while adjusting the saddle height to avoid radar swaying.
2. Please ensure the seat post is inserted in the seat tube by at least 10 cm.
3. You can adjust the saddle height based on your personal needs, but do not pull the seat post out beyond the minimum depth.

### 3.5 Assemble Both the Pedals

The pedals are designated for the left and right sides. Please follow the instructions on the pedal to separately assemble the pedal onto the left and right cranks with the open-end wrench. Apply a small amount of lubricating oil when tightening the screws to reduce friction during fastening.

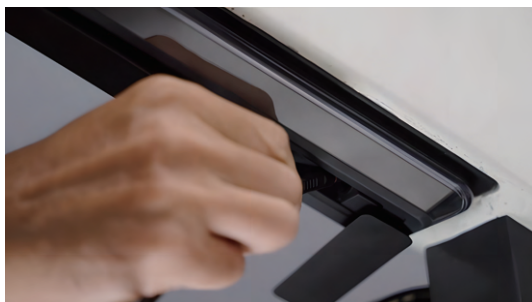


For a complete tutorial, please refer to:

<https://ebii-service.acergadget.com/service.php?route=1>

### 3.6 Charge the Battery

- 3.6.1 Before shipping the product, the battery is set as transportation mode, in which the battery isn't able to supply the power to ensure a safe delivery of the product.
- 3.6.2 For the first ride, please remove the cover of the battery, insert the charger into the charging port, and then plug it into a 100V~240V power outlet to charge the battery.
- 3.6.3 Activate the battery and the entire power supply system.



- 3.6.4 When charging for the first time, it's recommended to charge for 2-2.5 hours to have the battery fully charged.
- 3.6.5 During charging, the LED circle around the battery will display the current charging status. While the LED circle is displayed in color green, it shows that the battery has been charged to 100%.



(Battery at 100% capacity)

- 3.6.6 The battery performance will get steadier after several charge and discharge (during the riding process) cycles.

### 3.7 Register Your ebii 20

- 3.7.1 Before riding the ebii 20 for the first time, please complete the registration process for ebii 20 owners by following the steps below. Only after completing the registration can you use the complete ebii 20 functions.
- 3.7.2 Download ebiiGO App and make sure that the Bluetooth of your smart phone is activated.

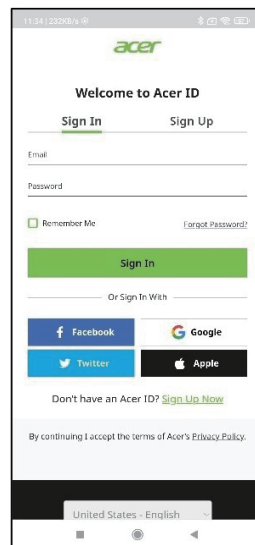
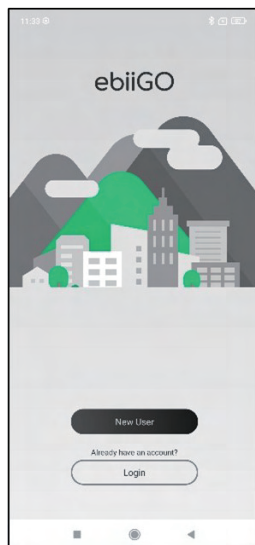


iOS : <https://apps.apple.com/tw/app/ebiiigo/id1670833847>



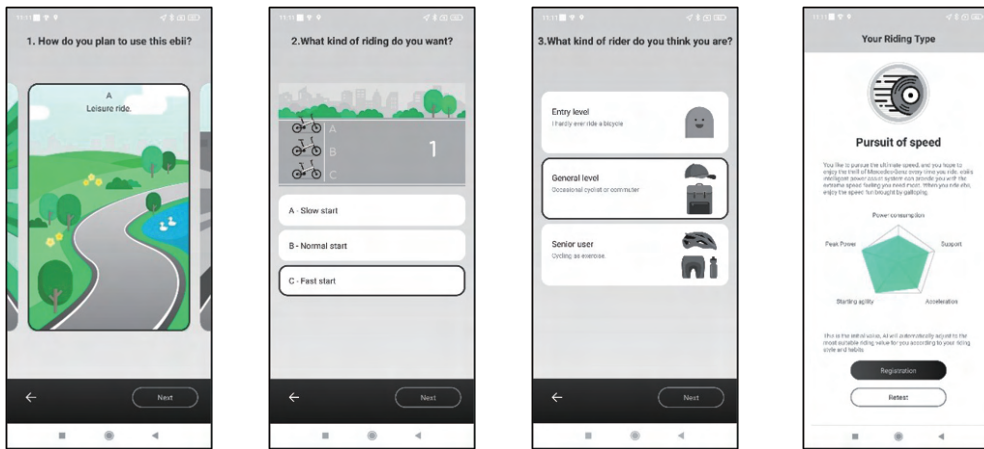
Android : <https://play.google.com/store/apps/details?id=com.acer.ebiiigo>

- 3.7.3 Open ebiiGO App
- 3.7.4 Login in ebiiGO App (If you don't have an Acer ID account, please complete the registration before logging in).

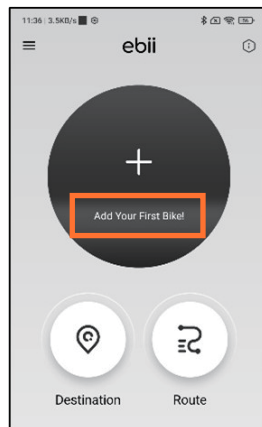




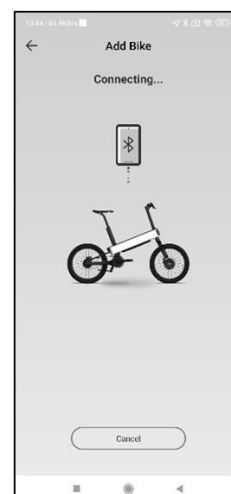
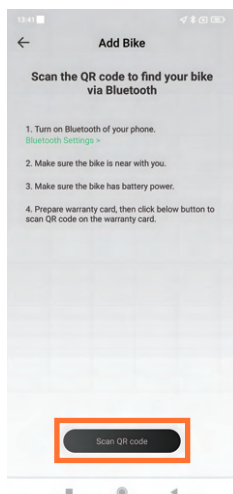
3.7.5 Please follow the instructions on the App screen to complete the analysis of your riding habits. The analysis results will be used as the default electrical power assistance settings for ebii 20.



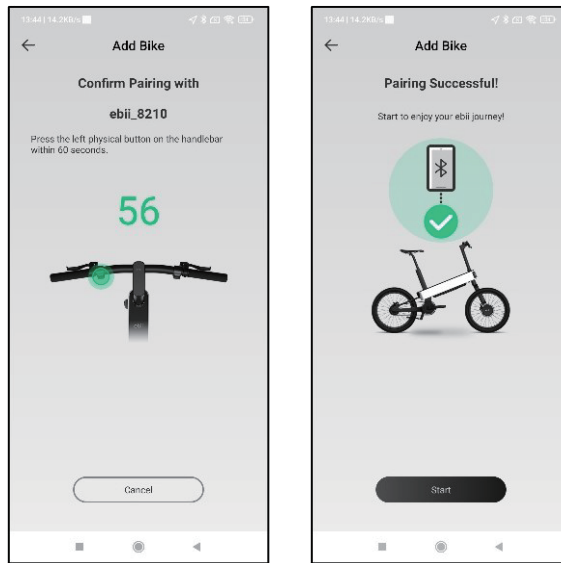
3.7.6 Select “Add Your First Bike!”



3.7.7 Please follow the instructions, and select:” Scan QR Code” to scan the QR Code on the exclusive product serial number of the ebii 20 keychain. ebii 20 will start pairing with your phone.



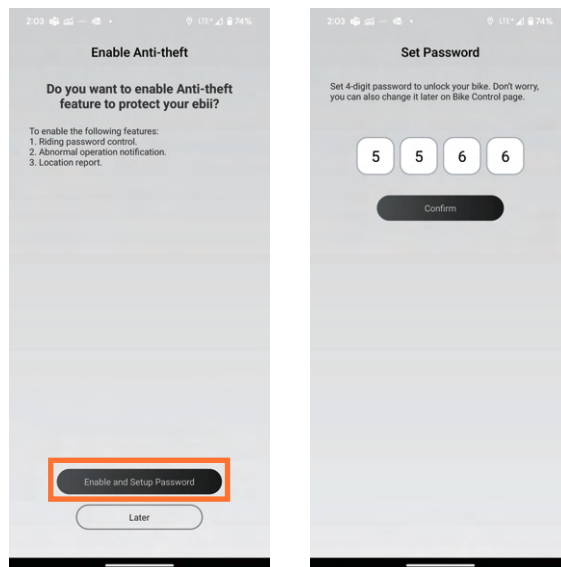
3.7.8 Press the left button on the handlebar according to the App instructions to complete the binding procedures for ebii 20 E-Bike owners.



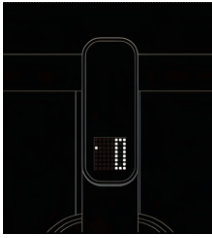
For more ebiiGO App functions, please refer to Chapter 10, “About the Other Functions of ebiiGO App”.

### 3.8 Set the Password

3.8.1 After completing the binding procedure for ebii 20 E-Bike owners, you can set a 4-digit password. If the Auto-Unlock function of ebiiGO App is disabled, you can unlock ebii 20 manually with the password you have set.



3.8.2 When ebii 20 is locked and the kickstand is raised, please enter the 4-digit password to unlock it. Each press of left button will switch to a different digit (0~9). After selecting a digit, press right button to input the next digit. Repeat the process four times to enter the complete password.



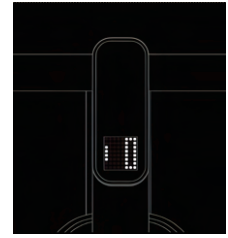
1 indicator appears  
Enter the first-digit password



2 indicators appear  
Enter the second-digit password

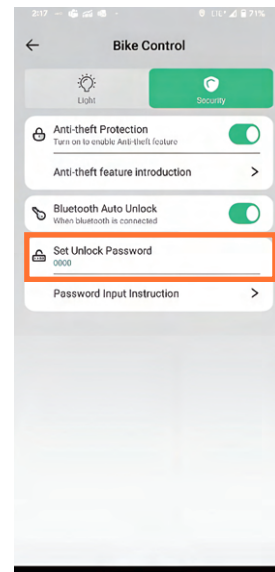
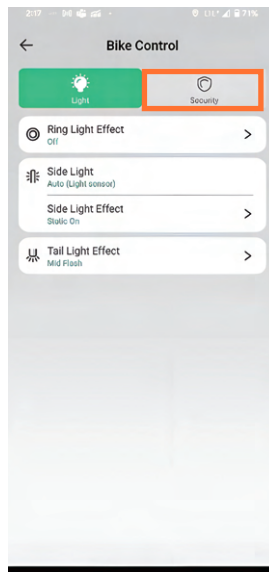
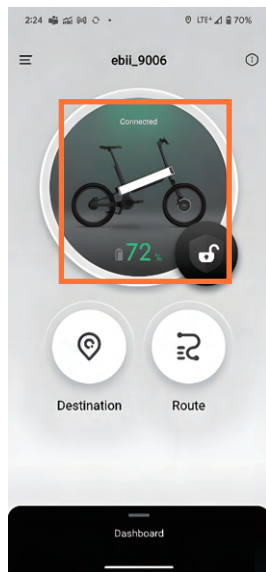


3 indicators appear  
Enter the third-digit password



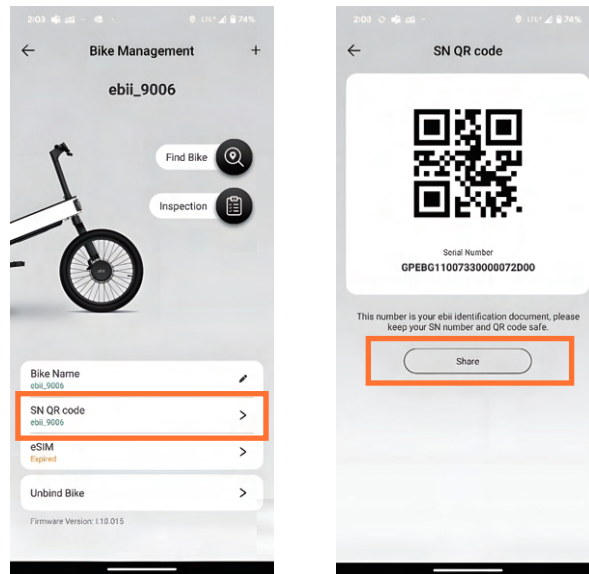
4 indicators appear  
Enter the fourth-digit password

3.8.3 If you want to check the password for manually unlocking ebii 20, please click on the central ebii 20 Icon in the ebiiGO App to enter Bike Control. Enable Anti-theft Protection in Bike Control/Security to view the four-digit password you previously set.



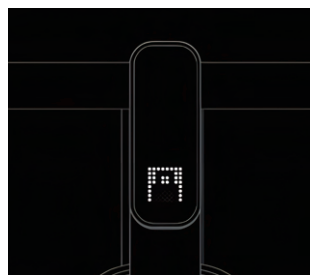
### 3.9 Check the QR Code of the Product Serial Number

You can check the QR Code of the product serial number anytime in eBiiGO App/Bike Management. You can also retain this QR Code through the sharing mechanism.

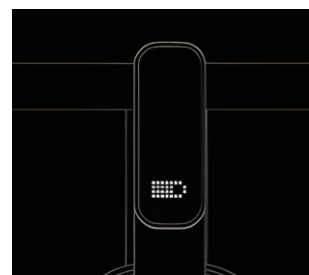


## 4 Start ebii 20

When you have your smartphone with you and keep the eBiiGO App logged in, simply approach your ebii 20. It will automatically unlock (the dashboard will display the battery capacity of ebii at this time), allowing you to start your ride.



Lock ebii 20, Lock symbol displayed.



Unlock ebii 20, current battery level displayed.

If you don't have your smartphone with you, pressing both left and right buttons simultaneously and holding for one second, then you can manually enter the 4-digit password with the right and left buttons on the handlebar to unlock ebii 20 and start riding.



## 5 Ride ebii 20

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### 5.1 Instructions for Using Lights

- 5.1.1 When you unlock ebii 20 and raise the kickstand, the front circular lights will automatically turn on.
- 5.1.2 The front and rear lights will be automatically controlled by a light sensor to determine whether to turn on.
- 5.1.3 When the circular light or head light turns on, you can press and hold the left button to switch between the head light or circular light.
- 5.1.4 After manually switching head light/circular light, the automatic control function by the light sensor will be turned off till the next start.

### 5.2 About the Brake

- 5.2.1 Please get familiar with the brake system of ebii 20. The brake system of ebii 20 is constructed as braking the front wheel with the left brake/ braking the rear wheel with the right brake.
- 5.2.2 While riding ebii 20 on rainy days or on wet roads, riders should slow down for an extended braking distance to ensure the riding safety.
- 5.2.3 Prolonged, continuous pressing of both front and rear brakes may lead to high temperatures, potentially reducing the effectiveness of the brakes due to continuous friction between the brake discs and calipers. Please avoid this behavior.

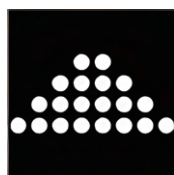
### 5.3 Dashboard Display

When you start riding ebii 20, the current speed will be displayed on the dashboard, and automatically increase or decrease the power assistance force based on your riding habit and the road slope.

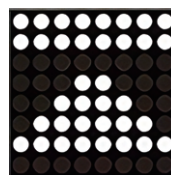


### 5.4 Manually Adjust the Power Assistance Force

5.4.1 If you need to increase the power assistance force while riding the ebii 20, gently press the button on the right of the handlebar. Each press will incrementally raise the assistance level, reaching the maximum assistance power level.



Increase Assistance Power

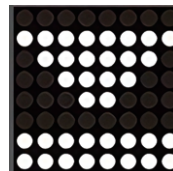


Increase Assistance Power up to the Maximum Limit.

5.4.2 If you need to decrease the power assistance force while riding the ebii 20, gently press the button on the left of the handlebar. Each press will decrease the assistance force by one level, until reaching the minimum assistance power level.



Decrease Assistance Power



Decrease Assistance Power until the Minimum Limit.

## 5.5 Activate the Assistance Mode

While riding without pedaling or pushing the ebii 20, press and hold the button on the right handlebar for three seconds to activate the assistance mode. ebii 20 will offer the assistance power with maximum speed not exceeding 6 km/hr, allowing you to easily push ebii 20 forward.

## 5.6 The Limit of Power Assistance Power

In compliance with regulations, when riding ebii 20 and reaching a speed of 25 km/hr, electric assistance power will no longer be provided.

## 6 Lock ebii 20

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When the kickstand is raised or ebii 20 remains still for over five minutes, ebii 20 will automatically enter lock mode.

## 7 Anti-theft Warning

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ebii 20 will automatically activate the anti-theft function. If ebii 20 is used without authorization, it will make sounds to alert you.

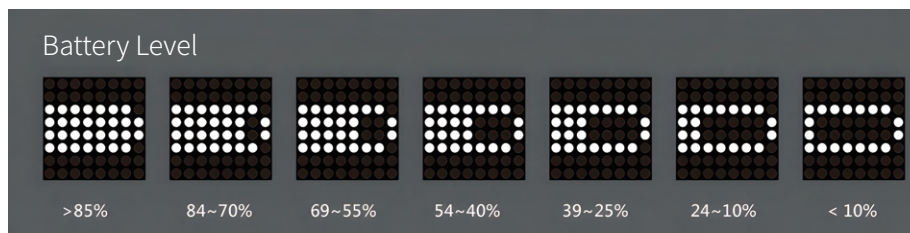
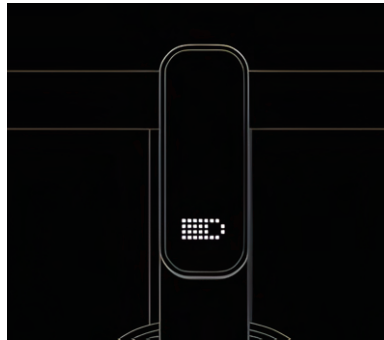
## 8 Warning Radar

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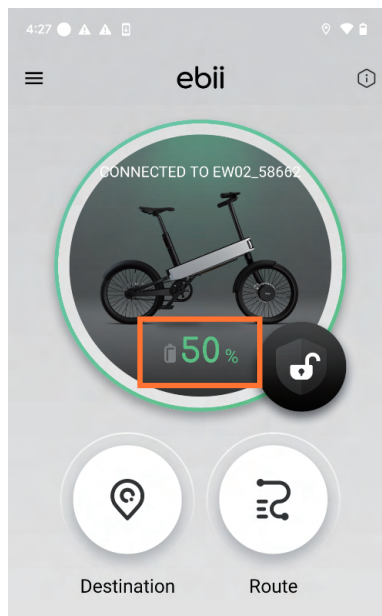
When the ebii 20 is loaded with the battery and the kickstand is raised, the radar will automatically activate the sensor. If the radar detects an object approaching rapidly from the rear with a higher relative speed, the buzzer of ebii 20 will make warning sounds to alert you.

## 9 Check Battery Level of ebii 20

You can check the battery level through the dot-matrix display on the stem to check the battery level, or through ebiiGO App.



(The Battery Level Displays on the Stem of ebii 20)



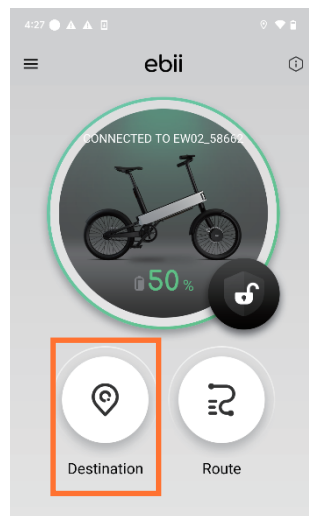
(The Battery Level Displays on ebiiGO App)

When the low battery indicator appears and flashes, please charge ebii as soon as possible.

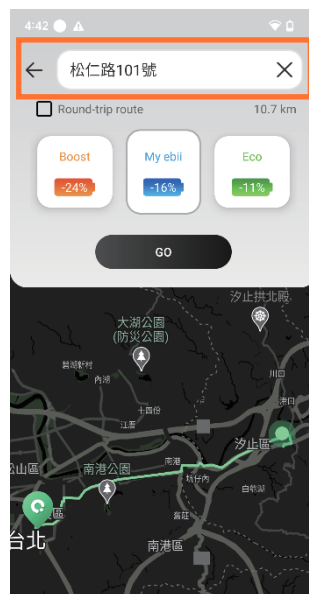
## 10 About Other Functions of ebiiGO App

### 10.1 ebiiRide-Destination

#### 10.1.1 Tap “Destination”



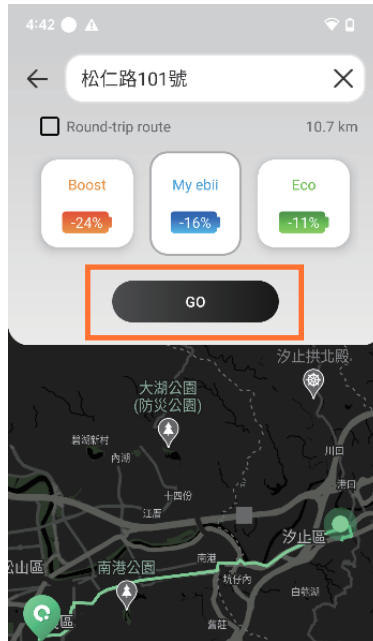
#### 10.1.2 Enter the name of the destination you'd like to go in the search column.



10.1.3 ebiiGO App will plan the route to the destination and provide three power assistance suggestion modes based on your riding habits and the distance to the destination. You can choose any one of the following modes:

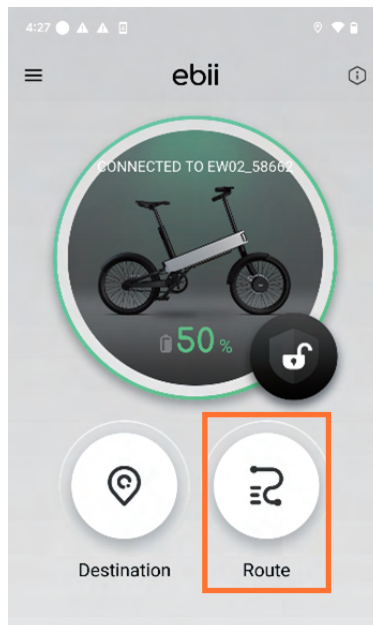
- (1)**Boost mode** : Acceleration mode. During the ride, the system will provide more assistance to help you reach your destination quickly and effortlessly. However, this mode will consume more power.
- (2)**My ebii mode** : Standard mode. During the ride, the system will provide standard assistance, allowing you to comfortably reach your destination.
- (3)**Eco mode**: Energy-saving mode. During the ride, the system will provide less assistance, allowing you to smoothly reach your destination. With this mode, ebii 20 will have the longest battery life.

10.1.4 Tap “Go” button to start riding.

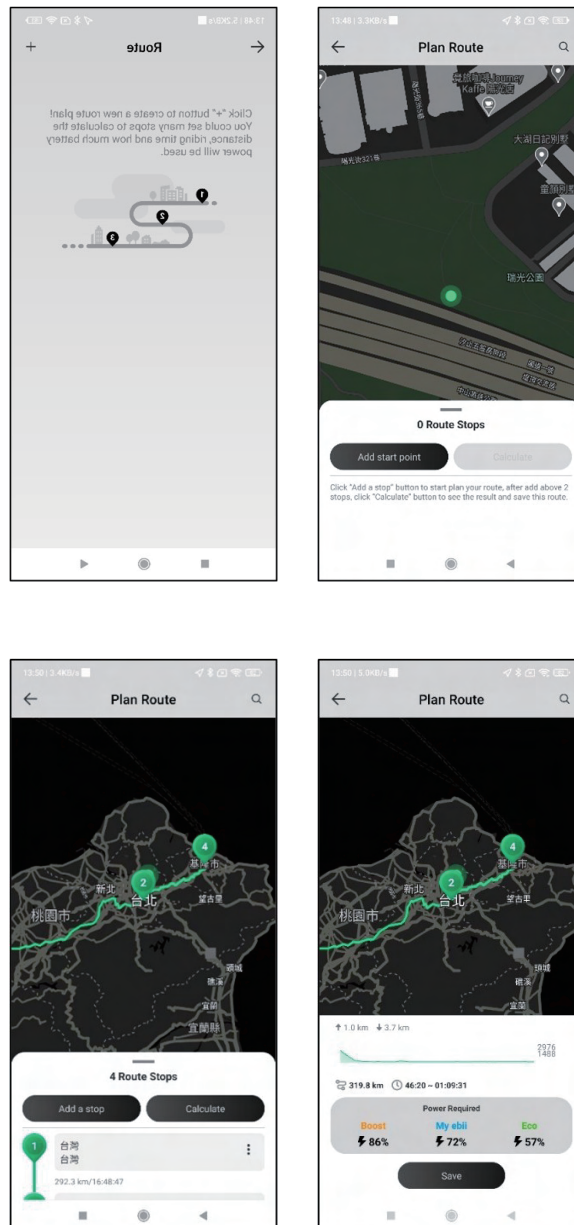


## 10.2 ebiiRide-Route

10.2.1 Tap "Route".



10.2.2 According to the instruction of the App display, you can plan multiple destinations during a ride.

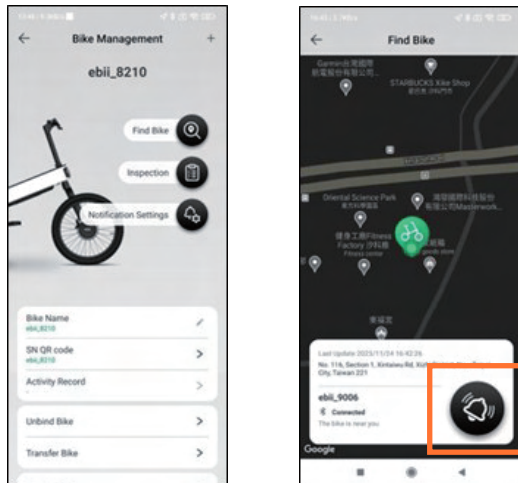


10.2.3 App will provide you with three suggested power assistance modes based on your riding habits and the distance to the destination:  
 Boost mode / My ebii mode / Eco mode.

10.2.4 Tap “Go” button and start riding

### 10.3 Confirm / Search the Location of ebii 20

If you want to confirm the location of your ebii 20, you can select Find Bike, and ebiiGO App will display the location based on the network service status of ebii 20.

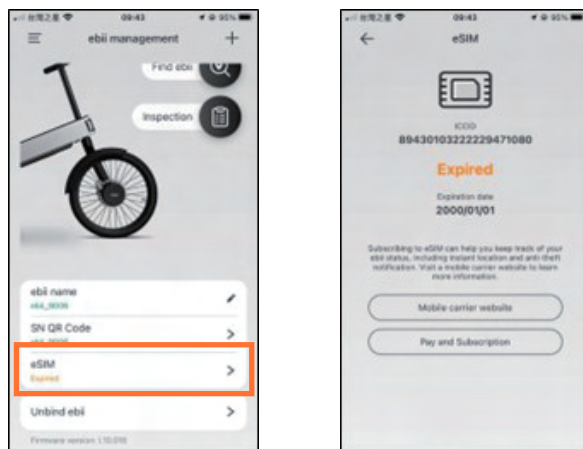


- ◆ Subscribed to Network Service : The current location of ebii 20 will be displayed on the screen. After pressing the button, the location of ebii 20 will be updated immediately.
- ◆ Network Service Expired : The screen will show the location of ebii 20 based on the last connection with the ebiiGO App.

If you want to locate your ebii 20 and the bike is within the range of network or Bluetooth connection, you can select the button on the screen. ebii 20 will make sounds to help you locate it more easily.

### 10.4 Confirm the status of Network Service

If you want to confirm the status of ebii 20 network service, you can select eSIM in ebiiGO App/Bike to check the status of Network Service.



- ◆ If it displays as Subscribed, the network service is currently active.
- ◆ If it displays as Expired, the network service has ended.

If you want to activate the network service, you can select the button at the bottom of the screen to independently pay and activate the network service with the service provider.

# 11 About the Battery

## 11.1 Charge the Battery

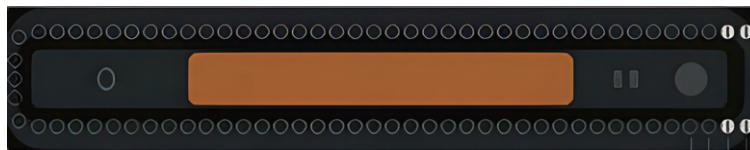
11.1.1 Use the proper charger provided by the company or authorized distributor only.

11.1.2 You can charge the battery by either installing it on ebii 20 or removing it for charging.



11.1.3 While charging, please open the battery cover, insert the charger into the charging port, and plug it into a 100V~240V socket to charge the battery.

11.1.4 While charging, the LED circle around the battery will indicate the current charging progress. If the LED circle turns green, it shows that the battery is fully charged to 100%.



(Battery Level < 2.5%)



(Battery Level 100%)

11.1.5 While charging, the transformer indicator will also change according to the charging status.

Transformer Indicator Status	Explanation
Red light remains on.	Charging is in progress.
Green light remains on.	Charging is complete.
Red light flashes.	Abnormal charging. Please remove the plug and reconnect to attempt charging again.



## 11.2 Remove the Battery

11.2.1 Hold the battery under the frame to ensure that it won't drop while unlocking.



11.2.2 Insert and turn the key counterclockwise to unlock.



11.2.3 Toggle the snap switch of the battery under the frame.



11.2.4 Remove the battery.



### 11.3 Install the Battery

11.3.1 Install the battery following the reverse procedure used for removal.

11.3.2 Tilt the front wheel stem, align the charging end of the battery with the slot on the E-BIKE frame.

11.3.3 After slantingly placing the battery into the frame, push the front end of the battery into the frame (you will hear a “click” when it is correctly installed).

11.3.4 Turn the key to lock.

11.3.5 Remove the key

### 11.4 Power Sharing



The battery of ebii 20 provides two charging ports of USB Type C for the charging of phones, laptops and tablets. The USB Type C charging port labeled with the PD symbol offers 60W (PD3.0) fast charging. The other charging port of USB Type C provides 10W (5V/2A) charging.

## 12 Product Repair & Maintenance

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### 12.1 Maintenance

- 12.1.1 The front and rear tires of ebii 20 do not require inflation. Please check the disc, caliper thickness and tire tread depth every 1000km of riding. Additionally, regular check for any deviation in the front and rear tires due to accumulated riding time. If replacement parts are needed, please contact the company and/ or the qualified supplier authorized by the company for parts replacement.
- 12.1.2 The parts of ebii 20 may be worn out due to the load weight and accumulated riding time. If the parts have exceeded their service life, there is a risk of malfunction, leading to potential accidents or injuries. Please schedule regular inspection and maintenance for ebii 20 through the company and/or the qualified supplier authorized by the company.

Parts that may be worn out include:

1. Tubes
2. Saddle and Seat Post
3. Frame and Front Fork
4. Tires and Wheels Sets
5. Pedals and Cranks
6. Discs and Calipers
7. Belt

### 12.2 Repair

Please do not repair the product by yourself, as opening or removing the casing may expose you to dangerous electrical voltages or other risks. Please contact the company and/or the qualified supplier authorized by the company for the inspection and repair service.

- 12.2.1 When the product Casing is damaged
- 12.2.2 If there are noticeable performance abnormalities during product use, indicating the need for repair.
- 12.2.3 If the product still fails to operate normally under the circumstance of following the operation instructions.
- 12.2.4 Any adjustments or replacements should be completed by trained technicians using appropriate tools.
- 12.2.5 Please ask the company and/or the distributor authorized by the company for detailed information about E-Bike technical maintenance and related supports.

### 12.3 Cleaning

- 12.3.1 The product is required to have general maintenance and cleaning to keep the best performance and safety of the ebii 20.
- 12.3.2 Please use soft cloth or a brush to clean and use the minimum neutral detergent to wipe off dirt. After that, dry the ebii 20 with clean soft cloth. Please use only dry cloth to clean the screen, button keys and

**Warning:**

- ◆ While cleaning, do not use a high-pressure hose or an air hose. Either of them will force water to go into the electronic component, probably resulting to a malfunction or defection.
- ◆ Please do not use excess water to clean the parts of the ebii 20. If water goes into the internal electronic components, it may lead to malfunction or other problems.

**Notice:**

- ◆ Do not use non-neutral detergent. Non-neutral detergent may cause material deterioration, discoloration, distortion and scratches.

## 12.4 Battery Information

12.4.1 Please charge the battery by following the instructions. Please charge the battery in the environment of 0 to 45°C and no direct sunlight.

12.4.2 If you expect to store the device for a long time, please store the product in the environment of:

(1) 1 month: -20°C~50°C, humidity  $\leq$  80% ;

(2) 3 months: -20°C~45°C, humidity  $\leq$  80% ;

(3) 12 months: -20°C~25°C, humidity  $\leq$  75%.

(4) Additionally, in a well-ventilated area. Avoid exposure to intense sunlight, high temperatures, and high humidity to decrease the self-discharge rate of the battery.

12.4.3 Please do not have the battery fully discharge for a long time; it may result in the deformation and damage of the battery. It's suggested to check the battery and charge the battery to the level around 50% every six months.

**Warning:**

- ◆ Incorrect handling of the battery may lead to explosions. Please do not take the battery apart or dispose of it in fire.
- ◆ Avoid short-circuiting, crushing, puncturing or causing any other damage to the external contacts.
- ◆ While disposing of the electronic device, please do not treat it as regular waste. To reduce the pollution and ensure the protection for the global environment, please recycle the product. If you need more information regarding the regulations of Waste Electronics and Electrical Equipment (WEEE), please visit [www.acer-group.com/public/Sustainability](http://www.acer-group.com/public/Sustainability)



## 13 Product Warranty Statement

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### 13.1 Limited Warranty Coverage

- 13.1.1 The product warranty statement (hereinafter referred to as the “Warranty Statement”) provides consumers (hereinafter referred to as “consumers” or “you”) with specific rights and remedies for the products of Acer Gadget. Please read this document carefully. If you make claims or requests based on the Warranty Statement, you will be considered to have understood and accepted the content of the Warranty Statement. You may have rights and remedies different from those stated in the Warranty Statement against the manufacturer who sold you the product, unrelated to Acer Gadget, but Acer Gadget will not restrict such rights.
- 13.1.2 Unless otherwise specified in the Warranty Statement, Acer Gadget guarantees that the product and the original parts and components in the product, during the warranty period specified in the Warranty Statement, will be free from material and/or craft defects under normal usage conditions. When the product’s outer carton or security seal is damaged, you should refuse to accept the product and notify the vendor from whom you purchased the product. If you accept the product with damages outer carton or security seal, it indicates your agreement that the product is not covered by the warranty. accept the product isn’t applicable to the warranty. However, this does not limit or exclude your other legal rights.
- 13.1.3 If you make a claim or request based on the Warranty Statement, Acer Gadget has the right to choose to repair or replace any defective product or part using new or factory-refurbished parts. If Acer Gadget choose to use factory-refurbished parts or products, they will have the same performance characteristics as ordinary parts. All replaced components and products under the Warranty Statement become the property of Acer Gadget.
- 13.1.4 The warranty period of the product starts from the date of the consumer’s initial purchase of the product (“Purchase Date”). If the consumer cannot provide the original valid purchase invoice corresponding to the product, the warranty period of the product will commence from the manufacturing date corresponding to the serial number of the device (according to the record of Acer Gadget).
- 13.1.5 Warranty services will be carried out in the primary language used in the county/region where the service request is made. Warranty repair and maintenance services involved in system language aspects (such as software, user interface) may not be performed in any language other than the primary language used in the country/region where the service request is made.
- 13.1.6 The warranty is only applicable in the country where you purchase the product.
- 13.1.6.1 The warranty service process may vary in different countries.
  - 13.1.6.2 Partial warranty services or accessories may not be available in all countries.
  - 13.1.6.3 Fees or restrictions in warranty may be generated in some countries.
  - 13.1.6.4 You may be required to offer related purchase documents, such as proof of purchase, tax payment certificate, or invoice to carry out the warranty services.

## 13.2 Warranty Exclusions

Acer Gadget does not guarantee uninterrupted or error-free operation of this product. Any technical or other supports provided during the warranty period, such as assistance with operational procedures, product settings and information issues through phone consultations, can be obtained without presenting any service manual. The warranty service only covers malfunctions or abnormalities that occur during warranty period and under normal usage operation.

### 13.2.1 Exclusions

The Warranty Statement does not apply to:

13.2.1.1 Any products not manufactured by Acer Gadget, or not sold through distributors authorized by Acer Gadget.

13.2.1.2 Any product damaged or defected for the following reasons:

(1) Use the product beyond any normal expected purposes, including but not limited to using the product not in accordance with the accompanying product manual, or damage or abnormalities resulting from misusing or other human factors;

(2) Modify the product, including but not limited to changing the control device for maximum riding speed, using components not manufactured and/or sold by Acer Gadget;

(3) Services or repair provided by anyone other than Acer Gadget or an authorized service provider of Acer Gadget;

(4) Improper transportation or packaging while delivering the product to Acer Gadget or the authorized service providers of Acer Gadget; or improper installation of third-party products.

(5) Improper charging, storage, or operation, including but not limited to violating the product user manual, exceeding specified load limits, using on stair, wall or wayside, or any extreme sports or exhibitions use.

(6) Accidents, collisions, obstacles jumping, racing, fire, immersion in water, high-pressure water spraying, freezing, earthquakes, dropping off, severe oxidation, or corrosion of chemical solvent. Pest damage, such as rodents, cockroaches, ants, and geckos, and other insect infestations.

13.2.1.3 Any losses or damages of data, software, programs or mobile storage devices. You are responsible for preserving (backing up) any data, software, programs or mobile storage devices. Please note that Acer Gadget may choose to replace the product submitted for warranty service with re-manufacture products of equal quality. Therefore, any data stored on the original products may be permanently unrecoverable.

13.2.1.4 Expendable parts and component, which are required to be replaced regularly during the normal usage of the product.

13.2.1.5 Orderly wear and tear of the product and its parts and components.

13.2.1.6 Malfunction or damage resulted from improper transportation or movement after installation.

### 13.2.2 Warranty Limitations and Disclaimers

13.2.2.1 You understand and agree that this warranty is only applicable to the original ebii 20 owner, non-transferable, and Acer Gadget is liable for the limited warranty responsibilities for the warranty services stated in the Warranty Statement. Under any circumstances, Acer Gadget is not responsible for any direct, incidental or consequential damages, including but not limited to compensation for property damage or economic loss. And yet, this clause does not exclude or limit Acer Gadget's liabilities for the following: (i) Death or personal injury caused by the negligence of Acer Gadget; (ii) Fraud or fraudulent misrepresentation; (iii) Liability that cannot be limited or excluded according to applicable laws and regulations.

## 13.3 How to Obtain the Warranty Services

13.3.1 Please visit <https://www.acergadget.com/zh-TW/pages/維修服務支援>

You may need to show other documents in some countries, such as proof of purchase or certificate of import.

13.3.2 Before sending for repair, please make sure that you have fully backed up the data and removed any personal, confidential or proper data stored in the product. Acer Gadget doesn't guarantee that any data, software or program installed in the product can continue to be reserved after the repair of the product. Acer Gadget isn't responsible for recovering such data, software or program, either. You should bear the responsibility on yourself for the permanent loss, damage or misuse of the data, software or program.

13.3.3 Please pack the product with the original packaging. During the transportation, only the original packaging can provide better protection to the product. If there's any improper packaging of the product, Acer Gadget won't be liable for any damage occurred during the transportation.

13.3.4 Apart from the clearly defined content in the Warranty Statement, you shouldn't rely on any other declarations, guarantee or statements. Acer Gadget doesn't authorize any third party such as Acer Gadget distributors or agents, or employees to modify the content of the Warranty Statement.

## 13.4 Terms of Warranty

13.4.1 For the original ebii 20 owner, our company offers the services starting from the date of purchase:

Parts Category	Warranty Period	Warranty Coverage and Conditions
Frame, Non-Suspension Front Fork	24 months	Replace the same frame under warranty. If the product has been discontinued, it will be replaced with an equivalent product.
Electronic Control Kit	12 months	Including but not limited to odometer, control box, motor, head light, radar rear light, button controllers, buzzer, torque sensor, and reed sensor switches.
Side Lights of Battery, Charger (Transformer)	12 months	The battery can be charged and discharged within 300 times under warranty, with the guarantee of state of health (SOH) over 70%, whichever occurs first.
Non-Expendable Parts	12 months	Including but not limited to seat post, front hub, rear hub, stem tube, handlebar, front hydraulic disc brake (brake disc not included), rear hydraulic disc brake (brake disc not included), brake levers, front mudstopper and rear mudstopper.
Expendable Parts	No Warranty	Including but not limited to: saddle, pedals, handlebar grips, cover tire, inner tube fillers, disc, inner and outer brake cables, inner and outer brake hoses, crankset, crank, belt, freewheels, rims, steel wires, braking lining, lubricant, baking paint, and the other frames not among the aforementioned or the wearing of common parts, or the deformation or cracks due to the material fatigue of parts after use.

13.4.1.1 If the product has been out of warranty, it can still be sent for repair service, regarded as paid warranty.

### 13.4.2 Warranty Exclusions

- (1) Sounds and vibrations produced by rotating parts such as pedals, front and rear hubs, steering system, and flywheels that do not affect normal functionality.
- (2) Corrosion or peeling paint on the paint surfaces of the frame and parts may occur due to external environmental factors such as sweat, collisions and friction.
- (3) Improper maintenance and repair without following the product user manual.
- (4) Damage caused by improper storage conditions or natural fading of paint, metal surface or plastic parts due to prolonged usage. Any use for stunts, jumps, or other performance action leading to the damage of parts of functional failure.
- (5) Used for commercial rental or other unexpected improper uses, including but not limited to repeatedly rental/lending to unspecified majority, and usage purposes and methods deviating from the original settings of the product.
- (6) Damages caused by usage divergence based on the characteristics of the ebii 20 type, including but not limited to the malfunction and damage resulted from riding or using on mountain roads or stairs.



- (7)Arbitrary disassembly or refit of parts or using non-original parts.
- (8)Damage to the product caused by external force, including but not limited to traffic accidents, vehicle collisions, clamp damage, transport damage, incorrect usage, overturning, falling into ditches or other accidental crashes.
- (9)Force majeure of natural disasters or human factors.
- (10)Malfunction resulting from violations of relevant laws, including but not limited to overloading, carrying a passenger, or installing rocket boosters or footrest steps.
- (11)Expendable wear and tear of parts, deformation, or cracks caused by material fatigue of parts after use.
- (12)Tire punctures or leaks caused by sharp objects such as nails, glass or stones.
- (13)Bending, deformation, or breakage of rims, frame parts caused by road obstacles on roads or potholes.
- (14)Detachment of small parts, such as screws and nuts.
- (15)Cutting caused by reversing the saddle or man-made damage.
- (16)Loosening or detachment of the chains or abnormal operation of the gearbox after use.
- (17)Scratches, deformation, breakage of mudstopper or rear rack due to overturning or collision.
- (18)Damage to the frame, such as deformation or breakage, due to the improper use of the head tube and seat post in violation of safety guidelines.

13.4.3 Please retain the original purchase invoice, and the invoice date will be the starting date of the warranty. The product name, model and date must be clearly stated in the invoice.

13.4.4 If there is a need for returns or exchanges, please bring the original certificate of purchase with you and go to the original sales location or platform.

13.4.5 Notices for Repair and Maintenance

13.4.5.1 Please bring the original certificate of purchase and go to the original sales location, or call the customer service in Taiwan: (02) 2790-4680.

13.4.5.2 If the repair extends beyond the warranty period or is deemed outside the scope of warranty coverage, We will provide paid warranty services. The company reserves the right to modify, clarify and interpret the aforementioned product Warranty Statement through written communication, the website or other means. For the latest information, please visit the website of Acer Gadget:

<https://www.acergadget.com/zh-TW/pages/維修服務支援>



# Declaration of Conformity



**regarding compliance with the following legislation and laws :**

Machinery Directive 2006/42/EC

Low Voltage Directive 2014/35/EU

EMC Directive 2004/108/EC

WEEE Directive 2012/19/EU

RoHS Directive 2011/65/EU

Other requirements : EN 15194: 2017

Cycles - Electrically power assisted cycles - EPAC Bicycles

For the following equipment :

Product : ebii20 Electrically power assisted cycles - EPAC Bicycles

Type Designation/Trademark : Acer Gadget

Person responsible for making this declaration :

Name, Surname :

Position/Title :

2024/1/8



## ebii 20 Product Warranty Card

### 產品保固服務卡，产品保固服务卡，製品保証書

Please retain the original purchase receipt or approval in order to protect your right of free warranty service.

務必保留原購買收據或是發票，以保障您的保固權益。

務必保留原购买收据或是发票，以保障您的保固权益。

保証を受ける際には、お買上日・購入店名が証明できる書類(レシートなど)を添えてください。

	Serial Number, 產品序號, 产品序号, シリアル番号
	Purchase Date, 購買日期, 购买日期, 購入年月日
	Dealer stamps, 經銷商蓋印處, 经销商盖印处, 購入販売店捺印



Manufacturer: Acer Gadget Inc.

24F. No. 112, Sec.1 Xintai 5th Rd., New Taipei City, Taiwan

Customer Service: 02-2790-4680