

Frequently Asked Questions



FAQ

Switching on doesn't work?



Electric bikes are equipped with a battery, many with an on/off switch. Press the on/off switch on the battery first before pressing the on/off button on the display. Press and hold the button on the display for at least 1 second. There is often also a test button on the battery, this is not a switch. Also make sure the battery is connected firmly to the bike, be sure it makes good contact. When you are not going to use the bike for a long time, you can switch the battery off again with the on/off button. This prevents any leakage current from leaking out. If the battery will not be used for several days, you can remove it and store it indoors.

How do I maintain the battery for maximum enjoyment?



Take the following precautions for your battery: charge the battery regularly (e.g. after every ride), do not let it discharge completely, also charge it regularly for a few hours when not in use, e.g. every six weeks in winter for 6 hours and preferably store the battery in a dry place at room temperature. Is your shed very cold in winter? Better keep your battery indoors!

How often can I charge a battery?



If you follow the instructions in the manual and run the battery completely empty and recharge it again a number of times when the battery is new, and otherwise only occasionally let it run completely empty, a battery can be charged about 500 to 700 times. Keep in mind that the capacity of the battery decreases a little bit everytime due to natural aging, and that the battery will be destroyed by not charging it for a long time.

How do I get the highest mileage out of the battery?



Make sure that the battery is always fully charged when you leave, put the battery on the charger in the evening on the day before your bike ride. Then limit the power consumption of the bicycle: set the support level as low as possible. Take as little luggage with you as possible. Make sure the bicycle tires are properly inflated. Use a light gear. In a headwind or up a slope, downshift as you would do on a bicycle without electrical assistance.

Can I determine my own speed?



Via your E-bike's control panel, you can easily determine the level of support yourself. The higher the assistance, the easier it is to cycle fast with minimal effort. However, this will drain the battery faster than if you pedal yourself at maximum effort. Most e-bikes support up to 25 km/h in any mode. However, there are also types where each assistance setting only supports up to a certain speed, like Vecocraft, where setting 1 supports up to 8 km/h, setting 2 up to 13 km/h etc, regardless of how hard you pedal.

Can I also ride on my E-bike when the battery is not charged?



Yes, you can. Without motor support, you can use the bike like a normal bike. Just keep in mind that the bike will pedal a little harder than a normal bike, due to the higher weight of motor and battery. Most motors have an automatic freewheel, so there is no friction from the motor when it is switched off.

How do I charge the battery?



You must charge the battery with the supplied adapter. It works similar to a mobile phone charger. Always only use the supplied charger, any other one can lead to a fire in the battery or charger and even to an exploding battery! Use of a non-original charger will void any warranty. Charge the battery at a temperature higher than 5 degrees Celsius, preferably at room temperature. A cold battery can store less energy and will therefore run out sooner. Before using the bicycle, read the user manual and do not skip the tips on using the battery.

How long does it take to charge my battery?



On average, it takes between 4 and 8 hours to fully charge the battery of your E-bike. This of course depends on the capacity of the battery: a higher capacity battery takes longer to charge and a half-full takes less time than a completely empty battery.

What is the range of my bike?



The range of an E-bike indicates how many kilometers you can ride on a full battery, without charging in between. The range has to do with the power of the battery: the number of Watt-hours that the battery supplies and with many external factors, such as the weight of the rider; the weather; temperature and wind; the type of road you drive on and the total weight of the bike. This makes it difficult to name the exact range. The range mentioned in folders and websites is an artificial maximum in which all factors are as favorable as possible and is therefore almost never achieved in practice.

Visit www.fsnplus.nl for loads of manuals and tips

Service & Warranty



What about the service of FSN+?

What to do if something is broken on your bike? And how do you find the right bicycle repair specialist?

With your purchased bike, this is no problem at all! Maybe you are hesitant because your bike was bought at a supermarket, DIY store or online? No need to worry about that. All service, warranty and repairs as well as maintenance is through the manufacturer of the bike. This manufacturer has in many cases set up FSN Plus as an intermediary. FSN Plus runs the service in-house. They do this to best control and guarantee quality. They have their own Technical Service Department, many regular repair points and number of mobile mechanics.

Warranty conditions

ARTICLE 1. WARRANTY

1.1 The manufacturer of the (electric) bicycle guarantees that the bicycle is free from construction and/or material defects and/or rust from the inside, insofar as this follows from these warranty conditions. The warranty can only be invoked by the first owner of the bicycle in question. The warranty expires in accordance with the provisions of articles 3.1 and 5.1. The warranty is not transferable.

The warranty provided by the manufacturer of the (electric) bicycle on the basis of these conditions does not affect the possibility to address the seller on the basis of the normal legal provisions of the Civil Code.

ARTICLE 2. WARRANTY PERIOD

2.1 The frames and unsprung front forks used are guaranteed for 5 years against construction and/or material defects.

2.2 Suspension front forks, dampers and all other parts, with the exception of the parts mentioned in paragraph 2.3 of this article, are covered by a warranty against construction and/or material defects for a period of 2 years. Frame and fork paintwork is covered by a 2-year warranty against corrosion from the inside.

2.3 No warranty is given on parts that are subject to wear, such as tires, chain, chainrings, rear sprockets, cables and brake pads, unless there are construction and/or material faults.

2.4 The parts specific to electric bicycles, such as the motor, display, controller and the battery, are covered by a warranty against construction and/or material defects for a period of 2 years.

ARTICLE 3. WARRANTY EXCLUSIONS

In the following cases, at the discretion of the manufacturer of the (electric) bicycle, the warranty expires: Improper and/or careless use of the bicycle and use that is not in accordance with its intended purpose;

The bicycle has not been maintained in accordance with the service guidelines;

Technical repairs have not been carried out in a professional manner;

Parts mounted afterwards do not correspond to the technical specification of the bicycle in question or have been mounted incorrectly;

- If the bicycle has changed hands.
- Furthermore, liability is expressly excluded for damage to (parts of) the bicycle as a result of:
 - Incorrect adjustment/tension of handlebars, stem, saddle, seatpost, derailleur set, brakes, quick releases of the wheels and saddles;
 - Failure to timely replace parts such as brake/derailleur cables, brake pads, tires, chain and sprockets;
 - Climatic influences such as normal weathering of paint or chrome rust.
 - Incorrect or insufficient regular charging of the battery as prescribed in the user manual, the use of non-original or faulty chargers for the battery, the short circuit of the battery due to incorrect or improper use and reduction of the battery capacity due to natural aging or climatic conditions.

ARTICLE 4. WARRANTY PARTS

4.1 During the warranty period, all parts determined by the manufacturer or service partner FSNplus to be a material and/or construction fault will be repaired or reimbursed at the option of the manufacturer. Any costs of (dis)assembly are for the account of the owner.

4.2 Contrary to the provisions of the previous paragraph, in the event of material and/or construction errors in frames and front forks, the labor costs will also be borne by the manufacturer during 2 years after the date of purchase.

4.3 The costs of transporting the bicycle and/or parts to and from the designated service partner will be borne by the owner, unless the part concerned qualifies for warranty.

4.4 If a certain part qualifies for warranty and the original is no longer available, the manufacturer of the (electric) bicycle will provide a minimum equivalent alternative.

ARTICLE 5. SUBMITTING A CLAIM

Claims under this warranty must be submitted - illustrated with photos of the bicycle or the relevant part for inspection - via the website www.fsnplus.nl. The proof of purchase must also be or have been uploaded via the website www.fsnplus.nl. After inspection of the photos, an appointment at a designated FSNplus Service Point can be arranged by the FSNplus call center, or the claim will be rejected.

ARTICLE 6. LIABILITY

6.1 An honored warranty claim does not automatically mean that the manufacturer also accepts liability for any damage suffered. The liability of the manufacturer of the (electric) bicycle never extends beyond what is described in these warranty conditions. Any liability of the manufacturer or FSNplus BV for consequential damage is expressly excluded.

6.2 The provisions of this provision do not apply if and insofar as this results from a mandatory legal provision.

Right of withdrawal



The bike can be returned subject to conditions

You, the consumer, have the right to cancel the purchase in the event of a remote purchase (online purchase).

This means that you may cancel or return the product within the cooling-off period of 14 days after you have received the product, without giving any reason. You then have another 14 days to return the product. The costs of returning or recovering (in most cases this will be approximately 50 euros) are for your own account, unless otherwise agreed upon at the time of purchase.

To cancel your order, use the form that you can download from www.fsnplus.nl. Fill in the form and send it to the address you find on the form. During the 14-day cooling-off period, the product may be tried on to assess whether you want to keep the product. The product may NOT be used during the cooling-off period! In the event that the product concerns a bicycle, we apply the following guidelines. The bicycle may be fitted, ie saddle and handlebars may be adjusted.

The bicycle may be tried out under the following conditions:

- maximum over a distance of 1 km.
- only in dry weather and on a dry and clean road surface.

If you do NOT want to keep the bicycle, it may only be returned if it is in new condition. That is to say: clean, undamaged and with all accessories and papers supplied. If the bicycle does not meet these conditions, a depreciation will be charged. If the bicycle has been tried out for more than 1 kilometer, the bicycle cannot be returned.

If it turns out that the bicycle has been ridden on a wet road/dirty surface, a return will not be accepted or a debit will be charged. After all, we can no longer sell the bicycle as 'new'.

Maintenance



Maintaining an E-Bike

In general an E-bike needs hardly much more maintenance than a normal bicycle.



How much maintenance? This strongly depends on the number of kilometers traveled by bicycle. Various activities are easy to do yourself, but for more complex matters it is wise to have periodic maintenance performed by a bicycle specialist via FSN Plus.

Think, for example, of the motor, the display and the battery.

Electric bicycle maintenance to do yourself

Outside of the complex parts, an e-bike resembles a normal bicycle. There is therefore a lot of maintenance that you can carry out yourself to keep cycling smooth and extend its lifespan.

Check the tires and inflate them regularly, especially in the winter months when the bike is used less often. Soft tires provide extra rolling resistance and therefore fewer kilometers per battery charge.

Clean the bicycle regularly, if possible lubricate the chain with special chain oil and lubricate other moving parts. If you have a bicycle with a derailleur, pay attention to the condition of the chain and the sprockets. Because this is usually an open construction, rain and dirt have an extra impact on the system.

Treat all chrome and shiny parts with a rust preventative.

Check regularly that all bolts and screws are still tight.

Inspect the brake pads for wear. With electric bicycles, the brake pads wear out faster than with regular bicycles.

Check the lighting and replace bulbs and/or batteries if necessary.

Does the battery also need maintenance?

The battery of an electric bicycle is maintenance-free in itself, but it does require extra care to stay in top shape for a long time.

It is very wise to use the e-bike regularly. The process of discharging and charging keeps the battery in good condition, making it last for years. So also in winter (when the weather is good) regularly take a walk around the block. This way you keep the battery in top condition.

Every battery is sensitive to low temperatures, if possible store the battery in a safe, frost-free place during the winter.

If the battery is empty, recharge it immediately. A deep discharge can cause major damage and render the battery unusable.

The most common breakdowns

Despite proper maintenance, it can still happen that your e-bike breaks down on the road. You cannot always prevent breakdowns, but in some cases you can solve them yourself. If you need help, you can of course count on the mobile mechanics of FSN Plus. Servicing will be at your own expense.

service at 500 km
or after 3 months

Accessories



Need bicycle accessories?



Sales point

Visit your bicycle sales point or:

www.fietsdirect.nl

[xxx]

Discount code

A wide range of bicycle accessories can be found on www.fietsdirect.nl. Feel free to ask for the discount code via:

info@bikeservicenederland.nl

Battery maintenance



Longest joy when used correctly

Fully charge the battery before using a new battery for the first time!

A new battery is partially charged at the factory. To get the best performance from the battery, you must first fully charge the battery. You can leave the battery on the charger for 12 hours. Then drive the battery as empty as possible before fully charging it again. Repeat this cycle 4 or 5 times, after that the battery has reached the largest capacity and you can also charge the battery for a shorter time.

After these five cycles of fully charging and running almost empty, disconnect a charged battery from the charger as soon as possible, do not leave it on the charger unnecessarily. Best charge Lithium-Ion batteries to a maximum of 95%. We understand that this is difficult but it does indicate that leaving a battery on the charger permanently is not for the better. If the battery falls below 40% after a ride, it is advisable to recharge it.

When used little, never store the battery empty. A Lithium-ion battery drains slowly and too low a voltage can damage the cells (deep discharge). If the battery will not be used for a long time (> month), store it in a frost-free, dry place, charged preferably 60%-80% full. It is also wise to check the battery monthly and recharge it from time to time.

Beware of weather conditions: the battery can be damaged by extreme cold, heat or moisture. Never put the bike in direct sunlight if you can avoid it. Very high temperatures accelerate chemical decay.

Always use the corresponding charger to charge the battery. Never change chargers with different voltages or for different types like Ni-MH, Ni-Cd, Li-on, LiFePO4. Use the battery only for the application it is intended for.

If the battery is defective or showing strange symptoms, put it in a safe place. Never repair or open the battery yourself. Li-ion batteries can be explosive and highly flammable if used incorrectly.

Always return a bad or defective bike battery to a dealer, Stibat/Bibat point or local authority chemical depot.