

TRACER



**VERGE
ELECTRIC BIKE
USER MANUAL**

CONTENTS

HomePage 01

Product Safety Notice..... 02

Warning Message..... 03

Package Contents..... 04

Parts Identification..... 05

Assembly Instruction..... 06

Charge Your E-Bike 14

Remove the Battery..... 15

Display and Setting 16

Start-up Procedure..... 21

Daily Care and Maintenance..... 22

Troubleshooting 26

Specifications..... 27

FAQS 28

Refund Policy 29

Warranty Policy..... 30

Contact Us 31

CONGRATULATIONS ON YOUR PURCHASE!

- 1

This user manual will help you assemble and operate your new electric bike. Be sure to read all the information in this manual before riding.
- 2

NOTE TO ALL RIDERS UNDER 18 YEARS OF AGE: It's very important that you get parental permission before riding your electric bike.
- 3

If there is any assistance needed, please feel free to contact Tracer Bikes Support.

Product Safety Notice



Always wear a helmet when riding your electric bike.



Keep the two keys properly. If the unique keys are lost, you will not be able to turn on the bike or replace the battery. If necessary you should get more spare keys (We don't have a back up key).



Make sure your electric bike has a full battery before taking it out to ride.



Always be aware of local road laws, and follow them.



Do not ride the bike under the influence of drugs or alcohol.



Always respect pedestrians.



Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.

DON'T RIDE UNTIL YOU READ THESE:

Warning Message

- **Avoid water** - The electric bike is not waterproof, The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
- **Avoid prolonged exposure** to sun or rain and avoid storage in places with high temperatures or corrosive gas.
- **Abuse** - We do not cover physical damage due to negligent care and extreme riding.
- **Whenever you ride** the tracer Electric Bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
- **Do not modify** the product from manufacturer's original design.
- **Do not exceed** the posted speed limit and obey all traffic laws.
- **Avoid touching** the charging port directly and do not let it make contact with a metal object.
- **Keep hands and all body parts away** from moving parts while operating the electric bike.
- **Before riding** - be sure to check the electric bike over and make sure the electric bike is operating correctly before each use.
- **Before riding** - be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
- **Before riding** - be sure that any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
- **Before riding** - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
- **Never exceed** the 300 lbs (136 kg) maximum load rating.
- **Maximum Speed** - Your electric bike goes at a maximum speed of 28mph.
- **Make note that additional insurance may be required** to cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
- **To conserve electricity**, use assist mode, and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people and riding with insufficient tire pressure.

Package Contents



1xUser Manual

1xFront Wheel
Stud Bolt

2xKey

2xFront Wheel
Screw Cover



2xPedal



1xFront Fender



1xCharger



1xFront Wheel



1xVerge Ebike

Carefully check package contents, if anything is missing or damaged, please contact Tracerbikes Support.

Unpack the bike. Open the bike box and remove the small box inside. With the help of another person capable of safely lifting a heavy object, remove the bike from the bike box. Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible. Open the small box and carefully set out all contents.

Parts Identification





Assembly Instructionzn



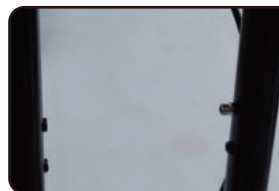
Scan QR code to download assembly video:

Congratulations on your purchase of a Tracerbikes Verge electric bike! The instructions that follow are intended to serve as a guide in unboxing and getting familiar with your new bike. Please visit www.tracerbikes.com for additional help with assembly, including a step-by-step video. Or you can Scan the code to download the tutorial about how to assemble the bike. If you do not feel comfortable assembling the bike yourself, we recommend taking your new bike to a bike shop for assembly and inspection. If you are willing to assemble the bike yourself, be sure to follow all instructions, properly adjust gears and brakes, and set tire pressure.

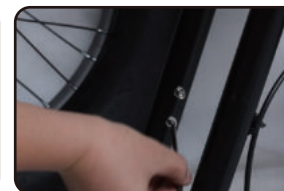


Assembly Instruction

Step 1— Front Fender



1 Loosen the 2 screws located on left side of the front fork.



2 Loosen the 2 screws located on right side of the front fork, (as shown in the figure).



3 Check that the fender is correctly oriented, then align the fender bracket with the front fork screw holes.



4 Align the holes of the 2 arms off end with the holes, and use an Allen wrench to tighten the screws.



Assembly Instruction

Step 2—Handlebar



1 Locate the head parts, loosen the fastening screw.



2 Place handlebar onto head parts, adjusting handlebar angle to make sure the bike is straight in line.



3 Use an Allen wrench to tighten the screw.



4 Adjust the appropriate angle of the handle.



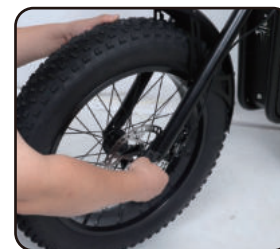
Assembly Instruction

Step 3—Front Wheel

Note: When properly installed, the front wheel should be fully seated and centered in the dropouts of the front fork. The brake rotor should be in between the brake pads in the brake caliper, and the front fork nut should be fully and properly secured. Ensure the front wheel is properly secured before moving on to the next step.



1 Remove the Front Wheel Stud Bolts and protective cover on the brake caliper pads.



2 Align the rotor with the brake caliper to center the rotor between the pads, ensuring that the tire is also centered.



3 Clamp the front fork on the wheel hub side, and then clamp the safety hook on the front fork hole.



4 Align the holes of the fender with the forks holes, and use an Allen Wrench to tighten the screws.



Assembly Instruction

Step 4—Pedels

Note: if the pedal/chain doesn't run smoothly or something seems misaligned, please contact Tracerbikes Support.



1 Locate the right/left side pedal, which has the "R"/"L" sticker attached.



2 Thread the right pedal onto the right crank gently by hand. Be careful to align the threads.



3 Turning clockwise. Then Tighten the pedal with Allen Wrench.



4 Repeat this operation on the other side.



Assembly Instruction

Step 5—Battery



1 Make sure the battery position.



2 Slowly push the battery along the frame until it aligns with the terminal contact points



3 Push down the battery. Gently pull the battery back to check that it is securely in place.



4 After installing the battery, turn the key clockwise 90° to lock the battery. You will feel resistance when you try to remove the key if the battery is not fully locked.



Assembly Instruction

Adjusting the Handlebar

To ensure a comfortable and safe riding experience, please adjust the handlebars to an appropriate angle before riding. The handlebars should not be positioned too far forward or too far back, as this can affect your posture and control of the bike.



Forward Position:

Avoid setting the handlebars too far forward, as this can strain your arms and shoulders, making it difficult to maintain balance.

Backward Position:

Avoid angling the handlebars too far back, as this may cause discomfort and limit your control, especially during turns. Make sure the handlebars are securely tightened after adjustment to prevent any movement while riding.

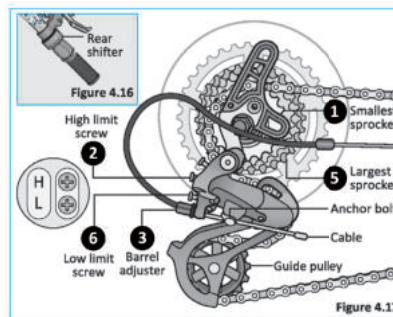


Assembly Instruction

Adjusting the Rear Derailleur

Note: Ensure all bolts are secured tightly and the chain does not fall off in either direction.

Although the rear derailleur is initially adjusted at the factory, you will need to inspect and re-adjust it before riding the bicycle.



1. Begin by shifting the rear shifter to the largest number indicated and place the chain on the smallest sprocket. Figure 4.16

2. Adjust the high limit screw so the guide pulley and the smallest sprocket are lined up vertically. Turn the high limit screw clockwise to move the pulley away from the frame. Counter-clockwise to move the pulley towards the frame. Figure 4.17

3. Shift through the gears, making sure each gear achieved is done quietly and without hesitation. If necessary, use the barrel adjuster to fine-tune each gear by turning it the direction you want the chain to go. For example, turning clockwise will loosen the cable tension and move the chain away from the wheel, while turning counter-clockwise will tighten cable tension and direct the chain towards the wheel.

4. Shift the rear shifter to gear one and place the chain on the largest cog.

5. Adjust the low limit screw in quarter turn increments until the guide pulley and the largest cog are aligned vertically. Turn the low limit screw clockwise to move the pulley closer to the frame; counter-clockwise to move the pulley away from the frame.

6. Again, shift through each gear several times, checking that each gear is achieved smoothly. It may take several attempts before the rear derailleur and cable is adjusted properly.



Charge Your E-Bike



- Uncover the rubber cover of the charging port on the left side of the battery.
- Connect the battery and battery charger.
- Insert the charger plug to power, the charging begins when the red light is on
- Note:
 1. When charging the battery, please place the charger in a flat, dry and secure place.
 2. Once fully charged, the light turns green. Unplug the charger from the wall outlet first, and then remove the charger output plug from the battery charging port.
 3. You can also remove the battery from the frame and charge it separately, The steps for charging are the same as above.



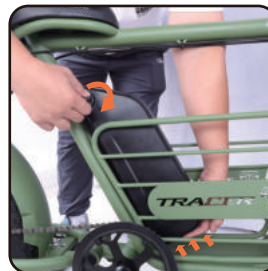
Remove the Battery



1 Find the keyhole for the battery and plug it in



2 Then turn it clockwise.



3 Push the battery up along the slot



! Carefully remove the battery to the outside



Display and Setting



TRIP: Single trip;
ODO : Total mileage;
TI : Riding time;
VOL: Voltage;



Display and Setting

Operation	Directions
Turn on bike	Long press  button
Turn off bike	Long press  button
Increase pedal assist (PAS) level	Press +button
Decrease pedal assist (PAS) level	Press -button
Turn on walking mode	Turn on the bike, long press - button
Turn on/off headlight	Turn on the bike, long press + button

Start-up Procedure

After the bike has been properly assembled according to the assembly video, all components are secured correctly, a certified, reputable mechanic has checked the assembly, and you have read this entire manual, turn on the bike and select a pedal assist level following the steps below:

- Familiarize yourself with the battery power positions. Turn on the battery first, then be ready for a ride.
- Ensure proper handlebar and seat adjustment. Note that lowering the seat so the rider can put one or both feet flat on the ground without dismounting from the seat may offer a safer and more comfortable introduction to operating the bike. Ensure the handlebar faceplate bolts and seat post quick-release are fully and properly secured.
- Turn on the bike. With the battery locked in place. Hold down the power button for approximately 3 seconds until power is delivered to the display and turned on.
- Turn on the headlight and taillight if needed, Once the battery is on, press  button.
- Select the desired level of pedal assistance (PAS) between levels 0 through 5 using the + and - on the display remote. Level 1 corresponds to the lowest level of pedal assistance. Level 5 corresponds to the highest level of pedal assistance. Level 0 indicates pedal assistance is inactive. Start in PAS level 0 or 1 and adjust from there.
- Begin riding carefully. With the proper safety gear and rider knowledge, you may now operate your bike. On a flat surface, in a low gear (1 or 2), most riders should be able to begin pedaling the bike with pedal assist level 0 or 1. You may also use the throttle to accelerate and maintain your desired speed.
- The throttle is used by slowly and carefully rotating the throttle backward toward the rider. Do not use the throttle unless you are on the bike.

Do not use the throttle while dismounted. Avoid accidental application of the throttle while dismounted: anytime you are moving the bike while dismounted, ensure the bike is powered off to prevent the accidental application of the throttle.

Daily Care and Maintenance

Battery Maintenance

1. Use original battery packs, use of other models or brands may bring about safety issues;
 2. Do not touch the contacts. Do not dismantle or puncture the casing. Keep the contacts away from metal objects to prevent short circuit which may result in battery damage or even injuries and deaths;
 3. Use original power adapter to avoid potential damage or fire;
 4. Mishandling of used batteries may do tremendous harm to the environment. To protect natural environment, please follow local regulations to properly dispose used batteries.
 5. After every use, fully charge the battery to prolong its life span. Storage and Disposal
- When the bike is not used, keep it indoors where it is dry and cool. Do not put it outdoors for a long time. Excessive sunlight. Over heating and overcooling accelerate the battery pack's life span.

Storage and Disposal

1. Please try to store the bike in a cool and dry place between 50 ° F - 77 ° F (10 ° C - 25 ° C). In extremely humid environments the interior of the bike may suffer condensation or even water accumulation, which may damage the battery rapidly. Devices are not intended for use at elevations greater than 2000m above sea level prolonged exposure to UV rays, rain and the elements may damage the enclosure materials, store indoors when no tin use.
 2. In daily use, try to avoid recharging the bike after completely exhausting the battery. If the battery is low, charge it as soon as possible.
 3. Please charge the bike every other month to preserve the battery.
 4. Do not leave the battery on the bike frame. Remove it from the bike during long-term storage.
- Note:
1. Always follow the above instructions for storing Tracer bicycles and batteries.
 - Failure to follow the correct battery storage methods may cause the battery to malfunction. Replacement under these circumstances is not covered by warranty.
 2. If the battery is physically damaged, is non-functional, performs abnormally, or has fallen, stop using/charging it immediately and contact Tracerbikes.
 3. Please do not open the battery casing, as this will avoid the warranty and may cause damage to the battery. property loss, or serious injury or death.

Recommended Service Intervals

Regular inspection and maintenance are key to ensure bikes from tracerbikes function as intended, and to reduce wear and tear on their systems. Recommended service intervals are meant to be used as guidelines. Real world wear and tear, and the need for service, will vary with conditions of use. We generally recommend inspections, service, and necessary replacements be performed at the time or mileage interval that comes first in the following table.

Interval	Inspect	Service	Replace
Weekly, 100-200 mi (160-321km)	-Check drivetrain for proper alignment and function (including the chain, freewheel, chainring, and derailleur). -Check wheel trueness and for quiet wheel operation (without spoke noise). -Check condition of frame for any damage.	-Clean frame by wiping frame down with damp cloth. -Use barrel adjuster(s) to tension derailleur/brake cables if needed	Replace any components confirmed by tracerbikes Product Support or a certified, reputable bike mechanic to be damaged beyond repair or broken.
Monthly, 250-750 mi (402-1207km)	- Check brake pad alignment, brake cable tension. -Check bike is shifting properly, proper derailleur cable tension. - Check chain stretch. - Check brake and shifter cables for corrosion or fraying. - Check spoke tension. - Check accessory mounting (rack mounting bolts, fender hardware, and alignment).	-Clean and lubricate drivetrain. -Check crankset and pedal torque. -Clean brake and shift cables. -True and tension wheels if any loose spokes are discovered. -Balance the battery.	-Replace brake and shift cables if necessary. -Replace brake pads if necessary.
Every 6 zMonths, 750-1250mi (1207-2011km)	-Inspect drivetrain (chain, chainring, freewheel, and derailleur). -Inspect all cables and housings.	-Standard tune-up by certified, reputable bike mechanic is recommended. -Grease bottom bracket.	-Replace brake pads. -Replace tires if necessary. -Replace cables and housings if necessary.

Pre-Ride Safety Checklist

Notice: Before every ride, and after every 25-45 miles (40-72 km), we advise following the pre-ride safety checklist.

Safety Check	
1.Brakes	Ensure front and rear brakes work properly. Check brake pads for wear and ensure they are not overworn. Ensure brake pads are correctly positioned in relation to the rims. Ensure brake cables are lubricated, correctly adjusted, and display no obvious wear. Ensure brake levers are lubricated and tightly secured to the handlebar. Test that the brake levers are firm and that the brake, and the brake light are functioning properly.
2.Wheels and Tires	Ensure tires are inflated within the recommended limits posted on the tire sidewalls and hold air. Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage. Ensure rims run true and have no obvious wobbles, dents, or kinks. Ensure all wheel spokes are tight and not broken. Check axle nuts and front wheel quick-release to ensure they are tight. Ensure the locking lever on the quick-release skewer is correctly tensioned, fully closed, and secured.
3.Steering	Ensure the handlebar and stem are correctly adjusted, tightened, and allow proper steering. Perform a handlebar twist test to ensure the stem clamp bolt security. Ensure the handlebar is set correctly in relation to the fork and the direction of travel.
4.Chain	Ensure the chain is clean, oiled, and runs smoothly. Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.
5.Bearings	Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.
6.Cranks and Pedals	Ensure pedals are securely tightened to the cranks. Ensure the cranks are securely tightened and are not bent.
7.Deraillleur and Mechanical Cables	Check that the derailleur is adjusted and functioning properly. Ensure shifter and brake levers are attached to the handlebar securely. Ensure all shifter and brake cables are properly lubricated.
8.Frame, Fork, and Seat	Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they should be replaced. Check that the seat is adjusted properly, and seatpost quick-release lever is securely tightened.
9. Motor Drive Assembly and Throttle	Ensure hub motor is spinning smoothly and motor bearings are in good working order. Ensure all power cables running to hub motor are secured and undamaged. Make sure the hub motor axle bolts are secured and the torque arm, torque arm bolt, and torque washers are in place.
10. Battery	Ensure battery is charged before use. Ensure there is no damage to battery. 10. Battery Lock battery to frame and ensure that it is secured. Charge and store bike and battery in a dry location, between 50 ° - 77 ° F (10 ° C - 25 ° C). Let bike dry completely before using again.
11. Electrical Cables	Look over connectors to make sure they are fully seated and free from debris or moisture. Check cables and cable housing for obvious signs of damage. Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.
12.Accessories	Ensure all reflectors are properly fitted and not obscured. Ensure all other fittings on bike are properly secured and functioning. Inspect helmet and other safety gear for signs of damage. Ensure rider is wearing a helmet and other required riding safety gear. Ensure mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc. Ensure the taillight and taillight power wire are properly secured if fitted with rear rack. Ensure the fender mounting hardware is properly secured if fitted with fenders. Ensure there are no cracks or holes in fenders. If installed, ensure the optional rear wheel lock is secured in the unlocked position and the key is removed before every ride.



Your cables, spokes, and chain will stretch after an initial break-in period of 50-100 mi (80-160 km), and bolted connections can loosen. Always have a certified, reputable bike mechanic perform a tune-up on your bike after your initial break-in period of 50-100 mi (80-160 km) (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and fun to ride.

Tire Inflation and Replacement

The Verge employs 20" x 4.0" rubber tires with inner tube. The tires are designed for durability and safety for regular cycling activities and need to be checked before each use for proper inflation and condition. Proper inflation, care, and timely replacement will help ensure that your bike's operational characteristics will be maintained, and unsafe conditions avoided.

It is recommended 20 PSI for Tracerbike's stock Tracerbikes's. Always stay within the manufacturer's recommended air pressure range as listed on the tire sidewall.



It is critically important that proper air pressure is always maintained in pneumatic tires. Do not underinflate or overinflate your tires. Low pressure may result in loss of control, and overinflated tires may burst. Failure to always maintain the air pressure rating indicated on pneumatic tires may result in tire and/or wheel failure.



Inflate your tires from a regulated air source with an available pressure gauge. Inflating your tires from an unregulated air source could overinflate them, resulting in a burst tire.

Even tires equipped with built-in, flat-preventative tire liners, like those that come with bikes from tracerbikes, can and do get flats from punctures, pinches, impact, and other causes. When tire wear becomes evident or a flat tire is discovered, tires and/or tubes must be replaced before operating the bike or injury to operators and/or damage to your bike from tracerbikes could occur.



When changing a tire or tube, ensure that all air pressure has been removed from the inner tube prior to removing the tire from the rim. Failure to remove all air pressure from the inner tube could result in serious injury.



Using aftermarket tires or inner tubes, not provided by tracerbikes may void your warranty, create an unsafe riding condition, or damage to your bike. If required by law, ensure replacement after market tires have sufficient reflective sidewall striping.

For more information on tire or tube replacement procedures, or questions about tire inflation, visit <https://tracerbikes.com/pages/contact-us> or contact info@tracerbikes.com Tracerbikes Support.

Troubleshooting

	Symptoms	Possible Causes	Most Common Solutions
1	The bike does not work	1. Insufficient battery power 2. Faulty connections 3. Battery not fully seated in tray 4. Improper turn on sequence 5. Brakes are applied 6. Blown discharge fuse	1. Charge the battery 2. Clean and repair connectors 3. Install battery correctly 4. Turn on bike with proper sequence 5. Disengage brakes 6. Replace discharge fuse
2	Irregular acceleration and/or reduced top speed	1. Insufficient battery power 2. Loose or damaged throttle 3. Misaligned or damaged magnet ring	1. Charge or replace battery 2. Replace throttle 3. Align or replace magnet ring
3	The motor does not respond when the bike is powered on	1. Loose wiring 2. Loose or damaged throttle 3. Loose or damaged motor plug wire 4. Damaged motor	1. Repair and or reconnect 2. Tighten or replace 3. Secure or replace 4. Repair or replace
4	Reduced range	1. Low tire pressure 2. Low or faulty battery 3. Driving with too many hills, headwind, braking, and/or excessive load 4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced 5. Brakes rubbing	1. Adjust tire pressure 2. Check connections or charge battery 3. Assist with pedals or adjust route 4. Balance the battery; contact tech support if range decline persists 5. Adjust the brakes
5	The battery will not charge	1. Charger not well connected 2. Charger damaged 3. Battery damaged 4. Wiring damaged 5. Blown charge fuse	1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace 5. Replace charge fuse
6	Wheel or motor makes strange noises	1. Loose or damaged wheel spokes or rim 2. Loose or damaged motor wiring	1. Tighten, repair, or replace 2. Reconnect or replace motor.

Specifications

ITEM	SPECIFICATIONS
Model	Verge
Package Dimensions	156x33x88(cm)
Max Load	300 lbs (136 kg)
Package Weight	98.7 lbs (44.77 kg)
Max Speed	28 mph (45 km/h)
Charging Time	4-6 hours
Battery Capacity	48V*18AH (864 Wh)
Puer Electric Mode	35-45 miles(56.3-72.4 km)
Pedal-Assist Mode	45-60miles(72.4-96.5 km)
Tire Size	20"*4.0"
Frame Material	Hi-ten steel
IP Level	IPX 4

FAQS

Q1: What if the e-bike arrived missing accessory or broken part?

A1: Please take a photo and contact Tracerbikes Support, then Tracerbikes Support Team will reply you soon and send correct accessory or part replacement.

Q2: Will my bike arrive assembled?

A2: Your bike will arrive mostly 85% assembled.

Q3: What can I do if something goes wrong with my e-bike during the warranty?

A3: We believe that communication is the best way to solve the problem. Please contact us in time. To help you solve the problem as quickly as possible, please describe the problem in detail and provide photos/videos with your order ID.

Error Code

Error Code	Describe
E-02	Brake Anomaly
E-06I	Undervoltage protection
E-07	Motor Anomaly
E-08I	Throttle Anomaly
E-09	Controller Anomaly
E-10	Receiving Anomaly
E-11	Sending Anomaly

Refund Policy

We have a 30-day return policy. You may return items within 30 days of receipt. The items must be in new, unused condition with original packaging. Customers will be responsible for paying the return shipping fees and a 15% restocking fee on the returned items. The return shipping fee and restocking fee will be deducted from your refund amount. All fees are non-refundable.

To start a return, please can contact us at info@tracerbikes.com. If your return is accepted and approved, we will send you the return shipping label, as well as instructions on how and where to send your package. For your own protection, we recommend using a shipping method that can be tracked and insured. Tracer USA is not responsible for any loss or damages during transit. Additionally, please note that we do not offer scheduled pick-up services for your returns. Customers may arrange pick-up services via the selected courier's website, if needed.

Any returns where bicycles are damaged or lost during transit will be required to submit a claim to the responsible shipping company. No replacement bicycle or part will be shipped until the legitimacy is confirmed.

Please note that items sent back to us without first requesting and getting the RMA approved will NOT be accepted.

Any items returned without an RMA number clearly printed on the outside of the package will also be returned to the sender.

Please contact us for any questions related to returns at info@tracerbikes.com.

Damages and Replacements

Please inspect your order upon reception and contact us immediately at info@tracerbikes.com within 48 hours of receiving your order if a) (the item has a factory defect, b) significantly damaged during transit, or c) if you received the wrong item. Customers are required to send clear photos and videos as evidence and proof during our inspection process. Otherwise, your replacement may not be shipped unless proof is provided.

Note: The following situations will NOT apply to the replacement and/or refund policy:

Minor damage to the outer packaging;

Minor scratches, dents, or paint loss on the product and that will affect the normal functions of the product;

Damage to parts or wearing parts after excessive use;

Damage to parts or wearing parts after improper assembly (i.e. stripping screws).

Note: The following situations will NOT apply to the replacement and/or refund policy:

Warranty Policy

Tracer USA, Inc. offers a warranty on all parts for 6 months (battery and all electronic parts) and 1 year on the frames starting from the date received for all manufacturer defects. This warranty only covers bicycles and bicycle components purchased through Tracer Bikes or an authorized dealer. The warranty policy exists for abovementioned defects that were already present at the time of delivery of the bike. Subject to our inspection and evaluation, defective items may be replaced for no cost with proof of the damages and purchase.

Exclusions / Non-Returnable Items

Please note our warranty policy does NOT cover:

Normal wear and tear;
Paint damage and rust;
Lost items/parts or damaged keys;
Damage due to improper assembly or follow-up maintenance or lack of skill, competence or experience of the end user;
Improper maintenance, including follow-up maintenance;
Damage or failed use due to accidents, misuse, neglect, theft, or abuse;
Any modification/installation of components, parts, or accessories not originally intended or compatible with the bicycle as sold;
Any components that have been modified or tampered with, including but not limited to tires, brake pads, chains, lights, motors, battery packs, displays, controllers, etc.; The battery warranty does not include damage from power surges, use of an improper charger, water damage, improper maintenance, or such other misuse or normal wear; ALL warranties are void if the bike is used for any purpose other than the reasonable intended use of the bike.

Contact Us

Tel: +1 626-279-6908; Email: info@tracerbikes.com

If you experience issues relating to riding, maintenance and safety, or errors/faults with your Tracerbikes.



Scan the QR code and join our Facebook Group.

Share your riding experience with other rides and get an exclusive bonus!

Tracer USA, Inc.

www.tracerbikes.com



1587 Chico Ave, South El Monte, CA 91733 U.S.A