

WARRANTY TERMS AND CONDITIONS - 250W MOTOR AND 36V BATTERY

WARRANTY COVERAGE

TAV Systems warrants that its **250W Motor, controller and accessories and Battery** is free from defects in materials and workmanship under normal use and service for a period of **12 months** from the original date of purchase.

Warranty Claims:

To make a warranty claim, the original purchaser must provide proof of purchase and contact TAV Systems at (manimaran@tavsystems.in).

1. Customer Name
2. Order number
3. Motor Part number (You can find at the bottom of the motor)
4. Purchase Date
5. Product
6. Reason for warranty claim
7. Video or Photographs that will help describe the fault

TAV Systems reserves the right to inspect any motor returned for warranty service. If a motor is found to be manufacturing defective, TAV Systems will sole discretion, replace the defective item.

Warranty Limitations of 250W MOTOR:

This warranty does not cover:

- **Misuse or Abuse** – Any damage caused by improper use or neglect of the kit is typically excluded.
 1. Overloading the bike beyond its weight capacity. Max Recommended load is between (100-120Kgs)
 2. Using the bike in extreme conditions (e.g., off-roading, Motor is not designed for it.
- **Accidents** – Damage resulting from accidents, collisions, or falls is generally not covered under warranty.
- **Unauthorized Modifications** – Altering the kit in any way that is not approved by the manufacturer can void the warranty. This includes:
 1. Modifying the motor or controller
 2. Using aftermarket components
 3. Attempting DIY repairs
- **Competitive use** – Stunt riding or similar activity.
- **Improper installation** – incorrect operation or not following the instructions as stated in the product operations manual or manufacturer's instructions provided with the product.
- **Avoid Water Exposure** – Riding an e-bike in the rain is generally not recommended. While the motor is often water-resistant, the removable battery is typically not designed for wet conditions. Exposure to rain can increase the risk of short circuiting motor controllers.
- **Improper installation of battery cables** – Wrong battery cable installation will lead to short circuit of the controller. Use the installation guide and follow the instructions.

Motor Storage:

- **Indoor storage:** This is the ideal option to protect your e-bike from harsh weather conditions, theft, and potential damage.
- **Outdoor storage:** If indoor storage is unavailable, opt for a covered and secure area. Use a high-quality bike cover to shield your e-bike from rain, dust, and UV rays.
- **Ventilation:** Ensure proper ventilation in your storage area to prevent moisture buildup, which can lead to corrosion and battery issues.

Maintenance and Cleaning:

- **Regular cleaning:** Keep your e-bike clean to prevent dirt and grime buildup, which can accelerate wear and tear. Use environmentally friendly cleaning products.
- **Lubrication:** Regularly lubricate the chain to reduce friction and extend its life.
- **Tire pressure:** Maintain proper tire pressure to improve efficiency and reduce wear.

Warranty Limitations of 36V Battery:

This warranty does not cover:

- Normal capacity degradation over time
- Damage caused by accident, physical damage, misuse and improper charging
- Damage caused by unauthorized repairs or modifications
- Batteries that have been subjected to extreme temperatures or conditions
- Batteries used outside of the specified parameters
- Damage caused by water penetration
- Casing opened by the customer for any reason.

Charging Instructions for a 36V E-bike Battery:

- **Use the Correct Charger:** Always use the charger specifically designed for your 36V e-bike battery. Using an incorrect charger can damage the battery.
- **Charge in a Safe Area:** Avoid charging your battery near flammable materials or in excessively hot or cold environments.
- **Monitor Charging:** Keep an eye on the battery while charging.
- **Unplug When Full:** Once the battery is fully charged, unplug it to prevent overcharging.
- **Avoid Deep Discharges:** While it's not strictly necessary to avoid deep discharges with modern lithium-ion batteries, it's generally recommended to keep the battery charge level above 20% to prolong its life.
- **Avoid Overnight Charging:** It is not recommended to charge overnight. Follow the below mentioned reference hours of charging for specific Ah batteries.
 1. 7.8 Ah - 4 Hrs 30 Mins
 2. 10.5 Ah - 5 Hrs 30 Mins
 3. 14.5 Ah - 7 Hrs 30 Mins

Specific Charging Steps:

- **Turn Off the Bike and battery switch:** Ensure the display and battery are turned off before taken off from the bike.
- **Connect the Charger:** Connect the charger to the battery and then to the power outlet.
- **Monitor Charging:** Observe the charging status indicator on the charger.
- **Unplug When Full:** Once the charger indicates that the battery is full, unplug it.

Battery Storage:

- **Partial Charge:** Store the battery at around 50-60% charge level for long-term storage. Avoid fully charging or completely discharging the battery for extended periods.
- **Cool, Dry Place:** Store the battery in a cool, dry place away from direct sunlight and extreme temperatures.
- **Avoid Overheating:** Do not leave the battery in a hot car or other enclosed spaces, as this can damage it.
- **Regular Checks:** Check the battery's charge level periodically during storage to ensure it doesn't drop too low.
- **Avoid Water Exposure:** The best way to protect your battery is to avoid exposing it to water or rain as much as possible. The removable type batteries are not made up of water resistance.
- **Quick Drying:** If your e-bike gets caught in the rain, remove and dry the battery as soon as possible with a soft, dry cloth.

Disclaimer of Warranties:

EXCEPT AS EXPRESSLY PROVIDED HEREIN, TAV SYSTEMS MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability:

TAV SYSTEMS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THIS PRODUCT.