



Important Information about the Lithium battery

- Do not run the battery completely flat
- Also charge regularly when you are not using the bike, for example in winter every 2 months for 3 hours
- Do not leave a fully charged battery in the charger. As this can cause "overcharging" which damages the battery
- Always bring the battery inside after each bike ride. As it must not be stored outside in rain, direct sun, or frost. You also avoid theft risk
- We have partnered with a Japanese supplier of high quality lithium batteries. The warranty on the battery against manufacturer defects is 1 year.
- See more on the back of the battery



Battery storage

- If the bike is put away for a longer period (more than 2 months), it is recommended that you follow these tips regarding battery storage:
- Store dry / maximum at normal room temperature
- Protect it from moisture and water
- Store horizontally and in a stable position
- Protect from extremely hot, cold, or direct sunlight
- The battery must be fully or partially charged
- It must be fully charged at least once every two months. It is protection against depth discharge ie. the battery becomes defective due to use / charge



Short range on a full charge

We always recommend checking the following yourself:

- That your cargo bike rides well without turning the electric motor on, ie. that there is no resistance on the wheels from e.g., brakes
- Are the tires pumped to approx. 60 psi on charge bike / approx. 40 psi disability cycle. See max. tire pressure on the side of the tire
- Lift the wheels off the ground and ensure that the wheels can run freely 2 - 4 turns without stopping if you roll them
- Ensure that the bike generally does not lack oil lubrication of chain, wheel / wheel bearings, cranks, brake springs and that your bicycle has undergone the mandatory post-tensioning (approx. 20 km) and continuous service (every 500 km), preferably by a professional
- You are using the original charger. In case of an error, you may use the charger from for example a PC • Be sure the battery has not been in minus for several days and has not been dropped
- The display must be set to the correct wheel size (Electric bicycle = 26", El long John = 20" Electric handicap bicycle = 24"). Wheel size stands as the first number (top) when you turn on your display. If it goes wrong, hold down "SET" for approx. 5 seconds and adjust with up and down arrows
- The battery lock is locked while driving

Batteries wear out like anything else. Expect a battery to last approx. 600-900 recharges or 2- 3 years depending on usage and driving. As a battery nears the end of its life, performance will be continuously reduced.

Please also note that km is significantly reduced if you drive above the normal level 1-2 (out of 6 dashes on the display) corresponds to engine assistance for approx. 15 km, and does not even make approx. 40% - 50% of pedal power and in hilly terrain.

Remember that there is some power left even at the lowest level of the battery. The last line of the battery indicator on the display should flash before it, there is not much left. The life of a lithium battery is also significantly reduced by permanent storage in frost or by permanent charging.



My battery does not work at all

- Start by making sure the battery can charge or not. Press the power level indicator on the battery and check how much the battery is charged (the battery must be on)
- If this is fully charged, then the electrical system is likely to cause problems. Here you can check out our "Electrical troubleshoot Guide" under the "Let us help" tab in the top menu. Make sure the battery is properly inserted into the battery box and locked

Is there no power on the battery?

- Check that the charger is working. Are the wires fully inserted into the charger?
- Does your outlet work (try one you know works)?
- Is it the original battery charger you use and not for example the charger for your PC?
- If the above is correct, the small bulb in the charger should be green when the battery is not connected but the power is on (as well as when the battery is fully charged) and red when the battery is charging if the charger is not defective

If the battery is up to 6 months old (Invoice date for receipt date at Viking Cargo Bikes), i.e. within our warranty period, the battery is replaced with a new refurbished battery (after test by Viking Cargo Bikes) if there are no external signs of damage or similar are visible and that the charger plug is not defective. Please contact us in writing before shipping your battery to:
info@vikingcargobikes.com