greenworks®

EN	E-BIKE	OPERATOR'S MANUAL
FR	E-BIKE	OPERATOR'S MANUAL
ES	BICICLETA ELÉCTRICA	OPERATOR'S MANUAL



OVB917

www.greenworkstools.com

English (Original Instructions) EN

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1 INTRODUCTION

Thank you for choosing to purchase the greenworks® e-bike. Our top priority is to inform you about the potential risks associated with riding an e-bike, to ensure that you have a safe and enjoyable riding experience for many years to come.

⚠ WARNING

BEFORE RIDING YOUR E-BIKE OR ALLOWING ANYONE ELSE TO RIDE IT, PLEASE CAREFULLY READ THIS ENTIRE MANUAL. IT IS ALSO ESSENTIAL FOR OTHERS TO READ THIS MANUAL BEFORE RIDING YOUR E-BIKE WITH YOUR PERMISSION.

If you have any concerns, questions, or suggestions about your electric bike, please contact us at 1-855-345-3934.

1.1 PRODUCT DESCRIPTION

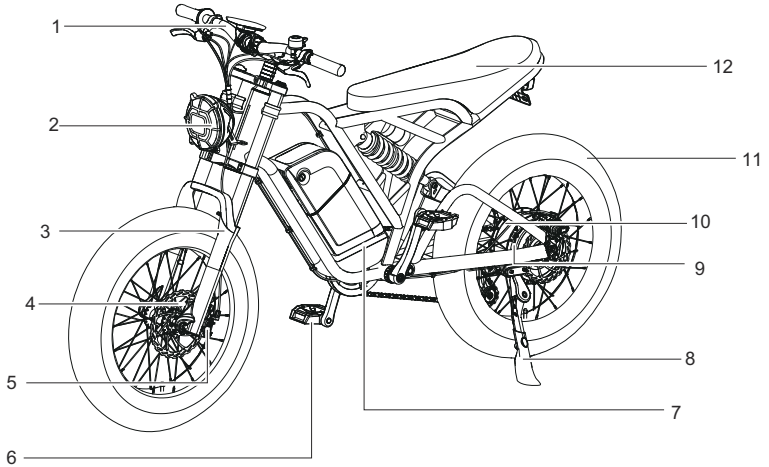
This product is a battery-operated bike with an electric motor. We have a policy of continuous product development and therefore reserve the right to modify the design and the appearance of the products without prior notice.

1.2 INTENDED USE

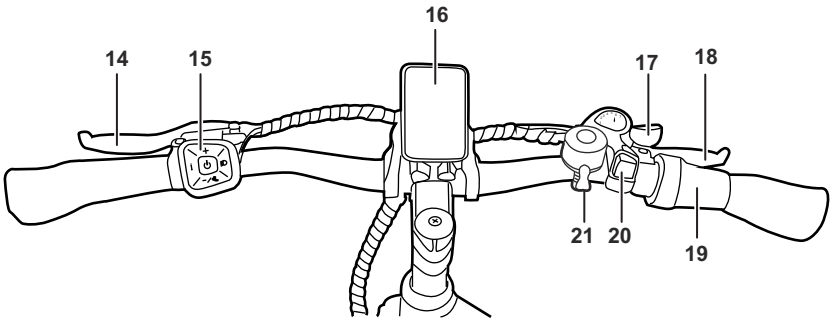
This electric bike is a motorized bicycle with an integrated electric motor used to assist propulsion and is designed to give maximum comfort over a wide variety of road surfaces.

1.3 OVERVIEW

E-bike

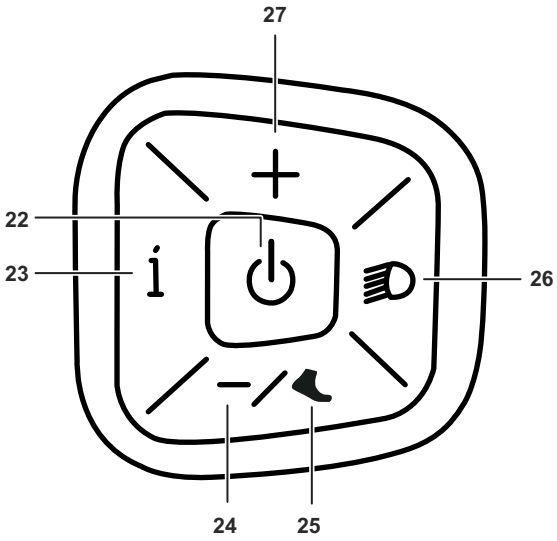


1	Handlebar	**7**	Battery box
2	Headlight	**8**	Kickstand
3	Front fork	**9**	7-speed derailleur
4	Front disc brake	**10**	Rear-hub motor
5	Brake caliper	**11**	Tire
6	Pedal	**12**	Saddle



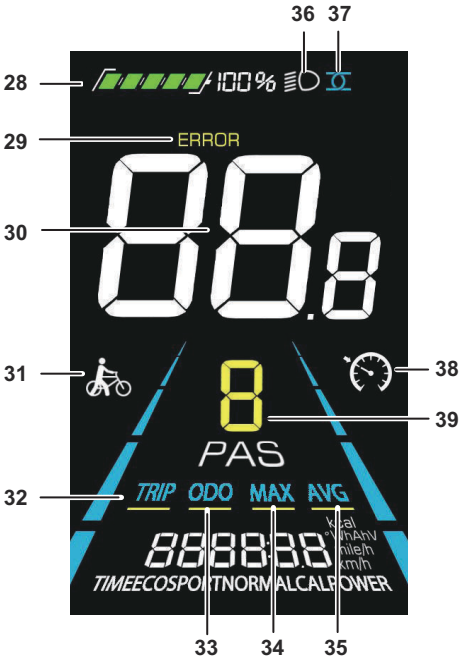
14	Front brake lever	**18**	Rear brake lever
15	Button panel	**19**	Throttle
16	LCD display	**20**	Gear shift button (+)
17	Gear shift lever (-)	**21**	Bell

Button panel



22	On/off button	**25**	Walk-assist button
23	Parameter setting button	**26**	Headlight button
24	PAS (Pedal-assist sensor) decrease button	**27**	PAS (Pedal-assist sensor) increase button

Display



28	Battery level	**34**	Maximum speed
29	Error	**35**	Average speed
30	Speed	**36**	Headlight
31	Walk-assist symbol	**37**	Bluetooth
32	Trip distance	**38**	Cruise control
33	Odometer	**39**	PAS level

Toolkit

5 Hex keys: M2.5, M3, M4, M5, M6

1 Phillips Screwdriver

3 Wrenches: 10mm, 15mm (2)

1.4 SYMBOLS ON THE PRODUCT

Symbol	Explanation
	Important safety precautions.
	Read instructions thoroughly before operating the product and follow all warnings and safety instructions.
	Burn hazard. The hub motor will get hot during normal use. Do not touch.
	Warning: Electric shock hazard.
IPX4	Waterproof level.
	Never permit children under age 14 to operate this product. Operation by children under the age of 14 increases the risk of severe injury or death. Adult supervision required for children under the age of 16.
	Do not ride with a passenger. Passengers can cause a loss of control, resulting in severe injury or death.
⎓	Direct current

1.5 CALIFORNIA PROPOSITION 65

⚠ WARNING

THIS PRODUCT CONTAINS OR EMITS A CHEMICAL KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER OR BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM.

2 SAFETY

2.1 SAFETY DEFINITIONS

Warnings, cautions, and notes are used to point out especially important parts of the manual.

⚠ WARNING

USED IF THERE IS A RISK OF INJURY OR DEATH FOR THE OPERATOR OR BYSTANDERS IF THE INSTRUCTIONS IN THE MANUAL ARE NOT OBEYED.

⚠ CAUTION

USED IF THERE IS A RISK OF DAMAGE TO THE PRODUCT, OTHER MATERIALS, OR THE ADJACENT AREA, IF THE INSTRUCTIONS IN THE MANUAL ARE NOT OBEYED.

Note: *Used to give more information that is necessary in a given situation.*

2.2 IMPORTANT SAFETY INSTRUCTIONS

⚠ WARNING

NEW AND EXPERIENCED RIDERS SHOULD ALWAYS EXERCISE CAUTION WHEN USING THIS PRODUCT.

⚠ WARNING

READ AND UNDERSTAND THE SAFETY CHAPTER BEFORE YOU ASSEMBLE THE PRODUCT.

General safety warnings

When using this product, basic precautions should always be followed, including the following:

- Read all the instructions before using the product.
- To reduce the risk of injury, close supervision is necessary when the product is used near children.
- Keep hands and feet away from moving tire and wheel to prevent pinching.

- Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- This product is only safe to use when the temperature is between 32°F (0°C) and 104°F (40°C). The battery should only be charged when the temperature is between 32°F (0°C) and 104°F (40°C).
- Do not modify or repair the product unless the instructions for use and care allow it.

Safety tips

- Before every ride, it is important to thoroughly inspect your product for any potential issues and ensure regular maintenance is performed. If you are uncertain about how to conduct a comprehensive safety check or assess the condition of your product, it is recommended to seek assistance from a certified and reputable product mechanic. They can provide guidance and help you ensure the safety and proper functioning of your product.
- Always wear a helmet that meets safety standards to avoid serious injury or death. Approved helmets in the USA must meet the US Consumer Product Safety Commission standard. Helmets sold in Canada are certified by CSA (Canadian Standards Association), CPSC (Consumer Product Safety Commission), Snell or ASTM (American Society for Testing and Materials).
- Before each use, it is crucial to ensure that this product is assembled correctly, and that the rider conducts a safety check.
- Check the brake motor cutoff before each ride to ensure it is working properly. When properly functioning, the brake system should cut off power to the motor whenever the brakes are squeezed.
- Take the time to familiarize yourself with the pedal assistance and throttle functions of the products. The pedal-assist sensor (PAS) provides a significant boost to your pedaling, with the power level determined by the PAS level selected on the control panel.
- We strongly recommend reading the manual to familiarize yourself with the location of control knobs and to understand the purpose of each function.
- Start by using the lowest pedal-assist level or the lightest throttle setting until you feel comfortable with the product.
- Maintain a safe riding speed that is suitable for the weather conditions, the type of terrain you are traversing (such as loose gravel and dirt), and your level of experience with using pedal-assisted e-bikes.
- It is highly recommended to wear safety gear, including an ANSI-approved riding helmet, gloves, and safety boots when operating this product. Additionally, for outdoor rides on remote and unfamiliar trails, it is advisable to have a companion with you for added safety and support.
- Only transport the product using racks that are specifically rated for its size and weight.
- Avoid performing large jumps or stunts. Refrain from reckless driving and ensure that the product remains on both wheels at all times. Note that the product is not intended for submerging in water.
- In the event of a collision or if the product is suspected to be damaged, refrain from riding it until a certified mechanic conducts a thorough inspection.
- Follow the instructions for installation, compatibility, operation, and maintenance to avoid serious injury or death.
- Any aftermarket changes or modifications to your product can void the warranty and potentially result in an unsafe riding experience.
- Ride at night only if necessary. Be sure to wear reflective clothing, and ensure your product has reflectors and lights as required by local laws.
- Decrease speed and increase braking distance in wet conditions.
- It is your responsibility to understand the local regulations for operating this product in the area(s) where you ride.
- Never operate your product when you are under the influence of alcohol or drugs, including prescribed or over the counter medications.
- Properly charge, store, and use the battery to avoid hazards. Failure to do so may be hazardous and/or void the warranty.
- Failure to perform and confirm proper installation, compatibility, proper operation, or maintenance of any component or accessory can result in serious injury or death.
- Extreme care should be taken when using the pedal-assist sensor and throttle on this product. Ensure you understand and are prepared for the power assistance to engage as soon as pedaling is underway.
- Always use the lowest assist level until you are comfortable with the product and feel confident in controlling the power.
- If you have any impairments or disabilities, consult your physician before riding.
- Keep all body parts and other loose objects away from moving parts of the product.
- Do not remove any reflectors or the bell.
- Please note that this product carries inherent risks and can be dangerous to use. By using this product, the user assumes all responsibility for personal injuries, damages, product, or system failures, as well as any losses or damages to themselves, others, or property that may arise from its use. It is important to understand that all mechanical components are subject to wear and high stresses.

Different materials and components may respond differently to wear and stress fatigue. If a component has exceeded its designed lifespan, it may fail unexpectedly and potentially cause harm to the rider. Therefore, any signs of cracks, scratches, or color changes in highly stressed areas indicate that the component has reached the end of its lifespan and should be replaced immediately.

Local laws

Rules for electric bikes vary depending on the rider's location. In some places, they follow the same rules as regular bikes. However, different areas may have specific laws for electric bikes, including licenses, age limits, where you can ride, and required equipment such as helmets. The rider should know and follow the regulations that apply to electric bikes in their area.

2.3 SAVE THESE INSTRUCTIONS

2.4 FCC REQUIREMENT

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

⚠ WARNING

ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT AND ITS WARRANTY.

Note: *This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:*

- *Reorient or relocate the receiving antenna.*
- *Increase the separation between the equipment and receiver.*
- *Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*
- *Consult the dealer or an experienced radio/TV technician for help.*

3 ASSEMBLY

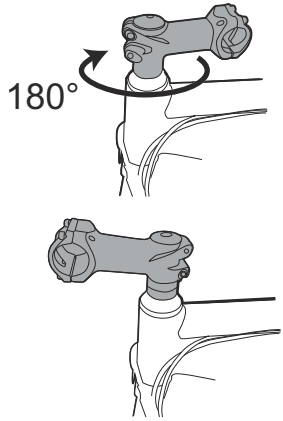
This section describes how to assemble and adjust the product.

⚠ WARNING

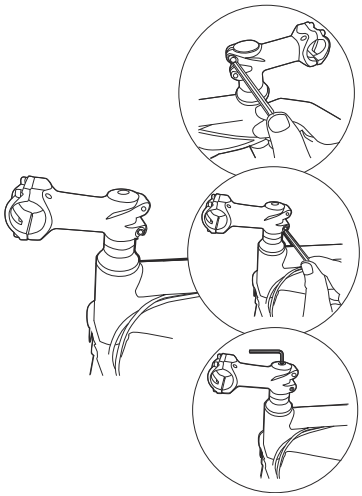
CAREFULLY READ AND UNDERSTAND THE SAFETY CHAPTER AND THE ASSEMBLY INSTRUCTIONS BEFORE YOU ASSEMBLE THE PRODUCT.

3.1 INSTALL THE HANDLEBAR

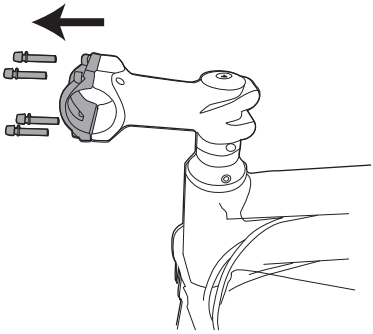
1. Rotate the handlebar stem 180° to face it forward.



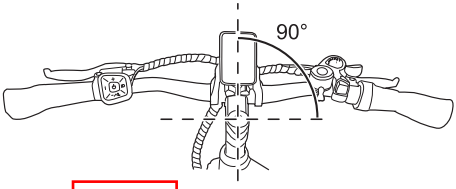
2. Use three bolts to tighten and secure the stem in position.



3. Unscrew 4 bolts from the stem cover.



4. Place the handlebar onto the stem and make sure it is perpendicular to the bike frame.

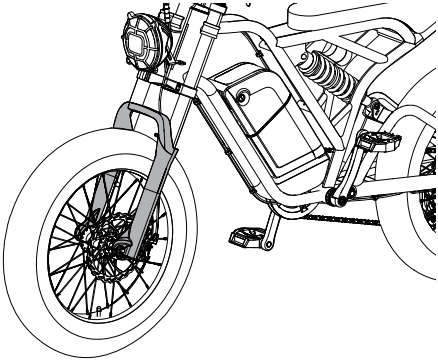


5. Utilize a crisscross tightening pattern for the bolts, which involves tightening them in a diagonal sequence rather than tightening them sequentially. This method ensures a secure and well-balanced grip on the handlebar.



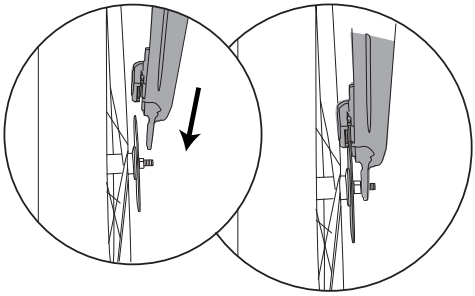
3.2 INSTALL THE FRONT WHEEL

1. Insert the front wheel between the front fork.

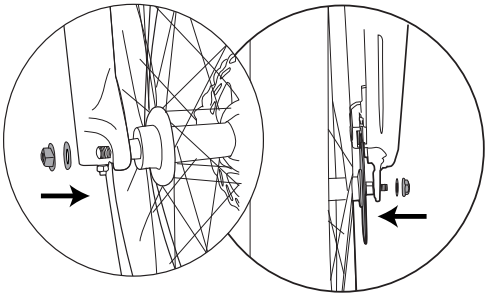


Note:
- *The disc brake is on the left side of the bike, in the direction of travel.*
- *Ensure that the front wheel axle is fully inserted into the slot of the front fork.*

2. Check that the disc brake fits into the brake caliper.

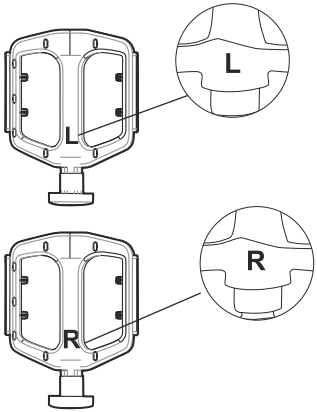


3. Put the washers onto the axle and use the locknuts to tighten them securely.



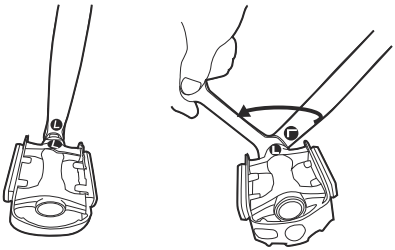
3.3 INSTALL THE PEDALS

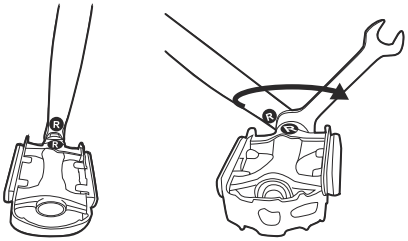
1. To identify the correct side of the pedals, look for the letters 'R' and 'L' that are marked on the pedals.



2. Screw the pedals onto the crank arms and use the wrench to tighten them securely.

   Note: *Left pedal should be tightened counter-clockwise.*





4 OPERATION

This section describes how to operate the product.

⚠ WARNING

CAREFULLY READ AND UNDERSTAND THE SAFETY CHAPTER AND OPERATION INSTRUCTIONS BEFORE YOU OPERATE THE PRODUCT.

4.1 BEFORE YOU RIDE

4.1.1 PRE-RIDE CHECKLIST

Make sure to check the condition of the product before each ride.

Brakes

- Ensure front and rear brakes work properly.
- Ensure brake shoe pads are not overworn and are correctly positioned in relation to the rims.
- Ensure brake control cables are lubricated properly, adjusted correctly, and are not showing any obvious signs of wear.
- Ensure brake control levers are tightened securely onto the handlebar.

Steering

- Ensure that the handlebar and stem are appropriately adjusted and tightened to enable safe and proper steering. *Refer to INSTALL THE HANDLEBAR.*

Wheels and Tires

- Ensure tires are inflated to within the maximum recommended limit displayed on the tire sidewall.
- Ensure tires have tread and no bulges or excessive wear.
- Ensure rims are not bent and show no obvious wobbles or kinks.
- Ensure all wheel nut spokes are securely tightened and visually inspect for broken or missing pieces.
- Check that axle nuts are tight. *Refer to INSTALL THE FRONTWHEEL.*

Chain

- Ensure chain is oiled, clean and runs smoothly.

Derailleur

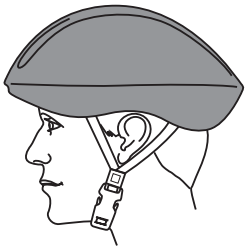
- Check that front and rear guide pulley and tension pulley are adjusted and function properly.
- Ensure control levers are attached securely.
- Ensure derailleur, shift levers, and control cables are lubricated properly.

4.1.2 CHOOSE THE RIGHT BIKE HELMET

Make sure to comply with the local laws and always wear a helmet when riding this product. It is crucial to wear a bicycle safety helmet that fits correctly and is approved by the CPSC (Consumer Product Safety Commission) to ensure the highest level of safety while cycling.

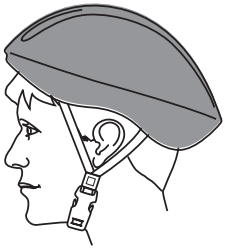
The correct helmet should:

- be comfortable
- be lightweight
- have good ventilation
- fit correctly



CORRECT FITTING

MAKE SURE YOUR HELMET COVERS YOUR FOREHEAD.



INCORRECT FITTING

FOREHEAD IS EXPOSED AND VULNERABLE TO SERIOUS INJURY.

⚠ WARNING

ALL STATES/COUNTRIES REQUIRE BICYCLISTS ON THE ROADWAY TO FOLLOW THE SAME RULES AND RESPONSIBILITIES AS MOTORISTS. WEAR ANSI/NHTSA/NCBI/NIM/NIH/ CPSC APPROVED RIDING GEAR AND OBEY ALL LAWS APPLICABLE IN YOUR AREA.

4.1.3 CONNECT THE BATTERY CHARGER

1. Connect the battery charger to the proper voltage and frequency that is specified on the rating plate.
2. Refer to the Battery Charger Operator Manual for information about how to use the battery charger.

4.1.4 CHARGE THE BATTERY

Refer to the Battery Charger Operator Manual for information about how to use the battery charger.

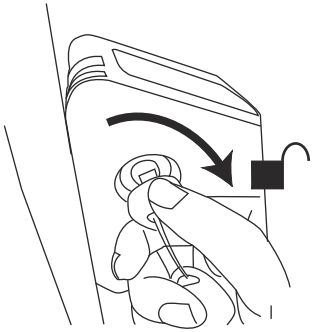
4.1.5 BATTERY INFORMATION

Refer to the Battery Operator Manual for information about how to use the battery.

4.1.6 CONNECT THE BATTERY TO THE PRODUCT

Ensure the battery is fully charged before operating.

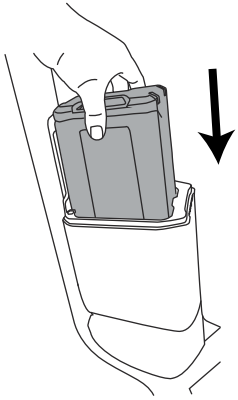
1. To remove the cover, insert the key and rotate it clockwise to the UNLOCK position.



2. Push the battery into the battery compartment. The battery locks into position when you hear a click.

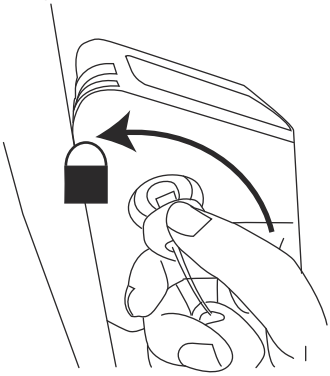
⚠ CAUTION

IF THE BATTERY DOES NOT FIT EASILY INTO THE BATTERY HOLDER, IT MAY NOT BE INSTALLED CORRECTLY, WHICH CAN CAUSE DAMAGE TO THE BATTERY AND/OR THE PRODUCT.



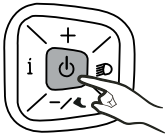
3. Rotate the key to the UNLOCK position and hold it in place. Align the cover with the battery box and push it firmly along the ribs until it locks into place.

4. Withdraw the key to remove it from the lock. Always make sure the battery cover is securely in position before riding the bike.

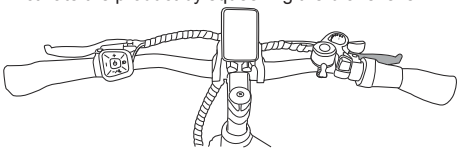


4.2 START THE PRODUCT

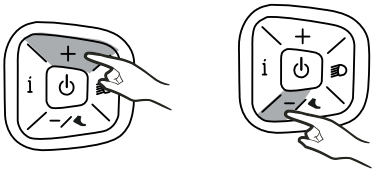
1. Press and hold the on/off button to power on.



2. Activate the product by squeezing the brake lever.



3. Select the riding assist level by pressing the PAS adjust button (+/-).



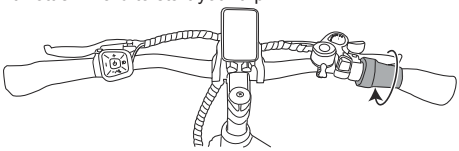
Note: *The default gear is 0, and you can choose a level from 1 to 3. A higher gear provides faster acceleration.*





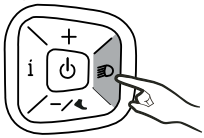


4. Place both hands on the handlebar. Gently turn the throttle inward to start your trip.



4.3 HEADLIGHT ON/OFF

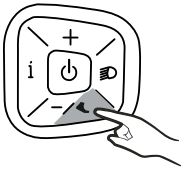
- Press the headlight button to turn on the headlight.



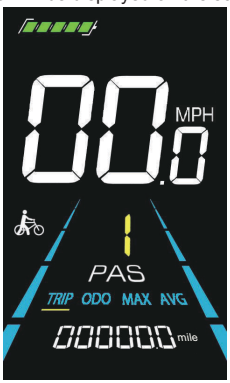
- Press the headlight button again to turn off the headlight.

4.4 ACTIVATE WALK-ASSIST MODE

- To activate walk-assist mode, press and hold the walk-assist button until the product starts moving.



- When using walk-assist mode, the bike will move at a constant speed of 2.5 mph (4 km/h). The walk-assist symbol will be displayed on the screen.



⚠ WARNING

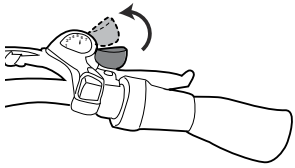
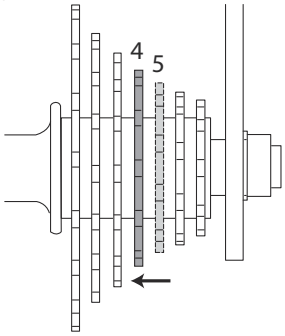
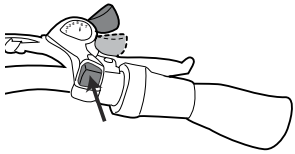
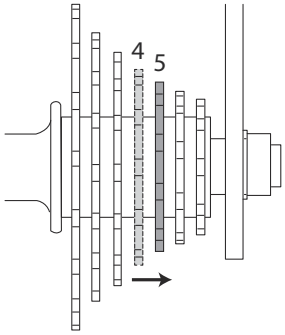
ONLY ACTIVATE WALK-ASSIST MODE WHEN WALKING ON A SLOPE. MOUNTING OR RIDING THE PRODUCT WHILE IN WALK-ASSIST MODE CAN INCREASE THE RISK OF INJURY DUE TO POTENTIAL LOSS OF BALANCE.

- Release the walk-assist button to disengage the walk-assist mode.

4.5 SHIFT GEARS

Note: *The gear system comprises a network of levers, guides, and tension pulleys that facilitate the movement of the drive chain between the 7 sprockets located at the rear wheel. Its primary function is to help you maintain a consistent and smooth pedaling rhythm across different terrains, reducing the effort required when cycling uphill or downhill.*

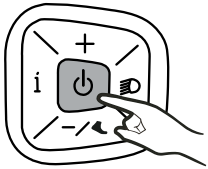
Note: *Do not shift derailleur gears when you are stopped. For a smooth gear change when approaching a hill, shift to a lower gear before your pedaling speed slows down too much. When coming to a stop, shift to a lower gear first so it will be easier when you start riding again. For optimal performance and extended chain life, it is recommended that you avoid using extreme combinations of gear positions for extended periods.*

Pedaling state	Operation
Pedaling becomes lighter	Push lever to shift through each of the gears (i.e. 5 to 4).  Rear sprocket shifts from smaller to larger (i.e. 5th to 4th). 
Pedaling becomes heavier	Push the button to shift through each of the gears (i.e. 4 to 5).  Rear sprocket shifts from a larger to smaller (i.e. 4th to 5th). 
Note: *To change gears, you must be pedaling forward.*	

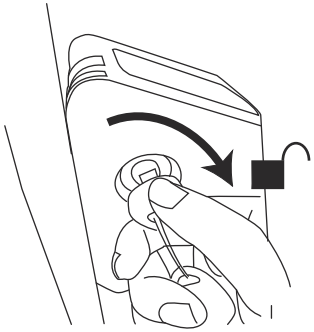
4.6 STOP THE PRODUCT

1. Release the throttle and squeeze the brake lever to stop the product.

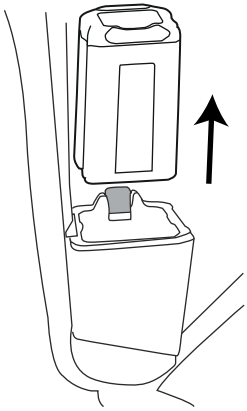
   Note: *When coming to a complete stop, place both feet on the ground to balance the product.*
2. If ride is complete, press and hold the on/off button to power off.



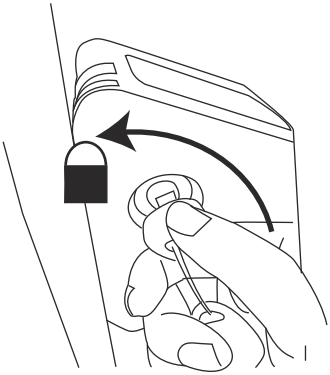
3. Insert the key, turn it clockwise to the UNLOCK position and remove the cover.



4. Remove the battery from battery box by pushing the battery release button.



5. Rotate the key to the UNLOCK position and hold it in place. Align the cover with the battery box and push it firmly along the ribs until it locks into place.
6. Withdraw the key to remove it from the lock.

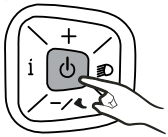


5 DISPLAY SETTINGS

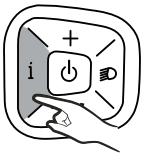
Note: *Set the parameters only when the product is stopped.*

5.1 DISPLAY INTERFACE SWITCH

1. Press the on/off button to turn on the display, which shows the real-time speed (mph) and the trip distance (mile) by default.



2. Press the parameter setting button to toggle the display interface between the trip distance (mile), ODO (mile), maximum speed (mph) and average speed (mph).





Trip distance



ODO

should this be on PAS 3?



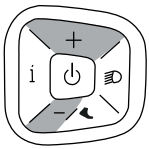
Maximum speed



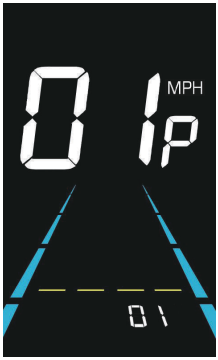
Average speed

5.2 DISPLAY BRIGHTNESS SETTINGS

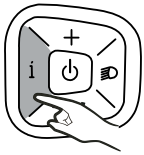
1. Press and hold both the plus and minus buttons for more than two seconds to enter the custom setting interface.



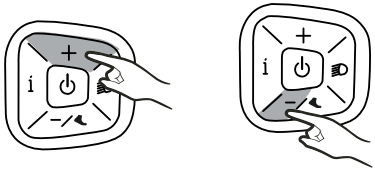
2. The display will show "01P."



3. Press the parameter setting button to enter parameter modification area (located at the left of the display).

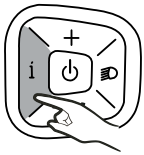


4. Use the plus/minus buttons to select the desired brightness level.



Note: *"00" is the darkest, and "03" is the brightest.*

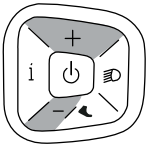
5. Press the parameter setting button to save the new brightness level.



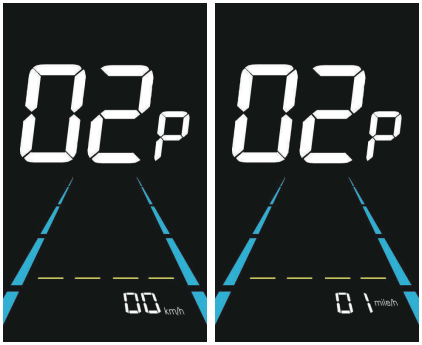
6. Press and hold the parameter setting button for more than two seconds to exit.

5.3 UNIT CONVERSION SETTINGS

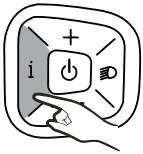
1. Press and hold both the plus and minus buttons for more than two seconds to enter the custom setting interface.



2. Press the plus button to enter the selection interface of "02P".



3. Press the parameter setting button to enter parameter modification area (located at the bottom of the display).

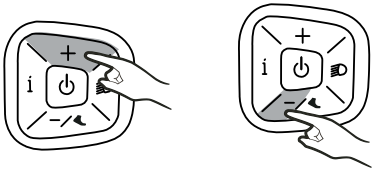


4. Press the plus/minus button to select desired unit preference.

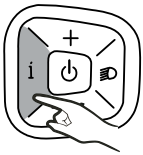
Note:

"00": metric system (km/h)

"01": imperial system (mile/h)



5. Press the parameter setting button to save the new unit preference.

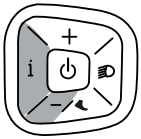


6. Press and hold the parameter setting button for more than two seconds to exit.

5.4 TRIP DISTANCE RESET

The display can record single trip mileage and total mileage. It is able to clear the single trip mileage, but not able to clear total mileage.

1. Press and hold both the parameter setting button and minus button for more than two seconds to reset the trip distance.



5.5 FACTORY RESET

1. Press and hold both the plus and headlight buttons for more than two seconds to enter the factory reset interface.



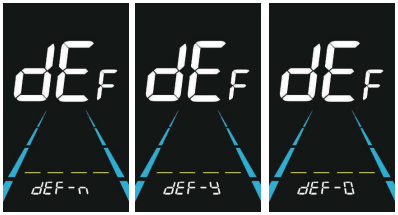
2. Press the plus/minus button to select "dEF-y".

Note:

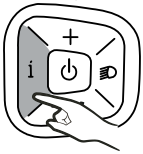
"dEF-0": Device will be factory reset.

"dEF-n": Factory settings will not be restored.

"dEF-y": Factory setting will be restored.



3. Select "def-y" using the plus/minus button. Then press the parameter setting button to confirm.



4. The display will show "dEF-0" and automatically begin to restore the factory default settings.

5. After the default settings have been restored, the device will automatically exit the factory reset interface.

6 SMARTG HOME APPLICATION

SMARTg Home is a free mobile application that provides additional features for your product.

6.1 SETUP

Note: *Always set up first before riding.*

1. Download the SMARTg Home app on your mobile device.
2. Register in the SMARTg Home app.
3. Follow the instructions in the SMARTg Home app to connect and register the product.

Note: *Ensure that your phone's Bluetooth function is always on.*

7 MAINTENANCE

i IMPORTANT

CAREFULLY READ AND UNDERSTAND THE SAFETY REGULATIONS AND THE MAINTENANCE INSTRUCTIONS BEFORE YOU CLEAN, REPAIR, OR DO ANY MAINTENANCE ON THE PRODUCT.

⚠ WARNING

- **REMOVE BATTERY OR BATTERIES FROM THE PRODUCT BEFORE YOU DO ANY MAINTENANCE.**
- **FAILURE TO FOLLOW PROPER MAINTENANCE SERVICE, USING THIRD-PARTY REPLACEMENT PARTS, OR MODIFYING/REMOVING COMPONENTS CAN RESULT IN INJURY TO THE USER.**

7.1 MAINTENANCE SCHEDULE

Item	Before each use	First 20 hours of use or 1 month	After 3000 miles (5000 km) or 1 year
Brake	I	I	
Wheels and tires	I	I	
Saddle			I
Cranks and pedals		I	I
Chain	I		I
Bearings		I	I
Handlebar and stem	I	I	I
Frame and fork		I	I
Derailleur	I		I
Nuts and bolts	I	I	T

Note: I = inspect and clean, adjust, replace or lubricate as necessary, T = tighten

It is recommended that this be done by an authorized service center.

7.2 CLEAN THE PRODUCT

⚠ CAUTION

- **KEEP WATER AWAY FROM BATTERY COMPARTMENT WHILE WASHING TO AVOID DAMAGING THE ELECTRICAL COMPONENTS.**
- **DO NOT CLEAN WITH ALCOHOL, GASOLINE, ACETONE, OR OTHER CORROSIVE/VOLATILE SOLVENTS. THESE SUBSTANCES MAY DAMAGE THE EXTERNAL AND INTERNAL STRUCTURE OF YOUR PRODUCT.**
- **DO NOT RUB WITH SANDPAPER OR METAL BRUSH.**

CLEAN THE PRODUCT AFTER EACH USE WITH WATER, NEUTRAL DETERGENT, AND A SOFT CLOTH.

7.3 CLEAN THE BATTERY AND BATTERY CHARGER

⚠ WARNING

DO NOT CLEAN THE BATTERY OR THE BATTERY CHARGER WITH WATER.

- Make sure that the battery and the battery charger and battery compartment are all clean and dry before you insert the battery into the battery charger.
- Clean the battery terminals with a soft and dry cloth.
- Clean the surface of the battery and the battery charger with a soft and dry cloth.

8 TRANSPORTATION, STORAGE AND DISPOSAL

8.1 TRANSPORTATION

- Any removable (electronic) parts, such as the charger and battery, should always be disconnected before transport.
- Avoid transporting the product in bad weather conditions when possible.
- Make sure to adequately cover any exposed electronic parts if transportation in adverse weather conditions is unavoidable.
- Use tape on open contacts of the battery and ensure it is securely stowed to prevent movement.
- High speeds, along with wind, and rain may force moisture into the electronic components, which can lead to temporary malfunctions or permanent defects.
- In case of malfunction occurring after transport in such conditions, remove the battery and allow all parts to air-dry when you reach your destination.

8.2 STORAGE

- Turn off the product and remove the batteries.
- Thoroughly clean the product and then wax the painted parts with a non-abrasive automotive wax.
- Inflate the tires with correct air pressure. Refer to *PRE-RIDE CHECKLIST*.
- Store the product in a covered shed or garage to protect it from dust, dirt, and humidity. If the product must be stored outdoors, cover it completely with a waterproof cover.
- Store the product in a safe place to prevent theft.

8.3 DISPOSAL OF THE BATTERY, BATTERY CHARGER, AND PRODUCT

Symbols on the product or the package of the product identify that the product is not domestic waste. Recycle it at a recycling station for electrical and electronic equipment. This helps to prevent damage to the environment and persons.

For guidance on proper disposal, recycling instructions, and information regarding recycling your product, you can reach out to your local domestic waste service or dealer. Additionally, you may contact the Environmental Protection Agency (EPA) for disposal instructions specific to North America.

9 ERROR CODES

It is important to troubleshoot any faults in the electronic control system of your product as soon as possible to ensure safe and proper operation. The error codes listed in the manual provide a helpful guide for identifying and resolving any issues. Below are the detailed definitions and solutions for each error code.

Error code	Definition	Solution
E001	Controller Abnormality	Contact dealer for assistance.
E002	Communication Abnormality	Check the motor plug. If everything is in order, contact dealer for assistance.
E003	Motor Hall Signal Abnormality	Contact dealer for assistance.
E004	Throttle Abnormality	Check whether the throttle is in place. If everything is in order, contact dealer for assistance to replace the throttle.
E005	Brake Abnormality	Check whether the brake is in place. If everything is in order, contact dealer for assistance to replace the brake lever.
E006	Motor Phase Abnormality	Contact dealer for assistance.
E012	Battery Voltage Abnormality	Use the battery with the correct voltage.

10 TECHNICAL DATA

Voltage	80V DC
Max. payload	300 lbs. (136 kg)
Minimum rider age	14 years old
Maximum speed	20 mph (32 km/h)
Maximum slope	10°-12°
Battery model	BAB727 and other BAB series
Charger model	CAB801 and other CAB series

The recommended ambient temperature range:

Item	Temperature
Product storage temperature range	32°F (0°C) - 113°F (45°C)
Product operation temperature range	32°F (0°C) - 104°F (40°C)
Battery charging temperature range	39°F (0°C) - 104°F (40°C)
Charger operation temperature range	39°F (0°C) - 104°F (40°C)
Battery storage temperature range	32°F (0°C) - 113°F (45°C)
Battery discharging temperature range	32°F (0°C) - 104°F (40°C)

11 LIMITED WARRANTY

greenworks® products are warrantied against all defects in materials, parts, or workmanship under normal use for a period of 18 months from the shipping date or in-store purchase date.

At its own discretion, **greenworks®** can opt to repair, replace, substitute with a comparable item, or issue a refund for products that are determined to be defective through normal use or that have been damaged during shipment. Proof of purchase and product registration is required. Replacement of products or parts subject to normal wear and tear is the responsibility of the customer.

This warranty is valid only for units which have been maintained in accordance with the instructions found in the operator manual supplied with the product; and for units which have been registered in one of the following ways:

Online:

greenworkstools.com/product-registration

1-855-345-3934

If **greenworks®** accepts a return under warranty, you can return the damaged product only after you call our Customer Care team and receive a Return Authorization from **greenworks®**. You will receive a refund for your original shipping charges, and **greenworks®** will arrange and pay for your return shipping charges. To request a Return

Authorization, please contact us at 1-888-90-WORKS or (1-855-345-3934).

11.1 ITEMS NOT COVERED BY WARRANTY

- Any part that has become inoperative due to misuse, commercial use, abuse, neglect, accident, improper maintenance, or alteration
- The unit, if it has not been operated and/or maintained in accordance with the operator manual
- Normal wear, except as noted below:
    - Routine maintenance items such as lubricants.
    - Normal deterioration of the exterior finish due to use or exposure.
    - Any part/product, that has become inoperable due to use with any non-**greenworks®** - branded parts or batteries/chargers.

11.2 HELPLINE

Warranty service is available by calling our toll-free helpline at: 1-855-345-3934.

11.3 SHIPPING

Transportation charges for the movement of any power equipment unit or attachment are the responsibility of the purchaser. It is the purchaser's responsibility to pay transportation charges for any part submitted for replacement under this warranty unless such return is requested in writing by **greenworks®**.

11.3.1 ADDRESS

USA address:

greenworks® North America, LLC

P.O. Box 1238

Mooresville, NC 28115

Canada address:

greenworks® Tools Canada, Inc.

P.O. Box 93095

Newmarket, Ontario, L3Y 8K3

Mexico address:

Tecnologia Campo y Jardin S.A. de C.V.

C. Administradores 5336 A

Col. Arcos de Guadalupe

Zapopan, Jalisco, 45037