VANMOOF

User Manual

For S6



www.vanmoof.com

VANMOOF

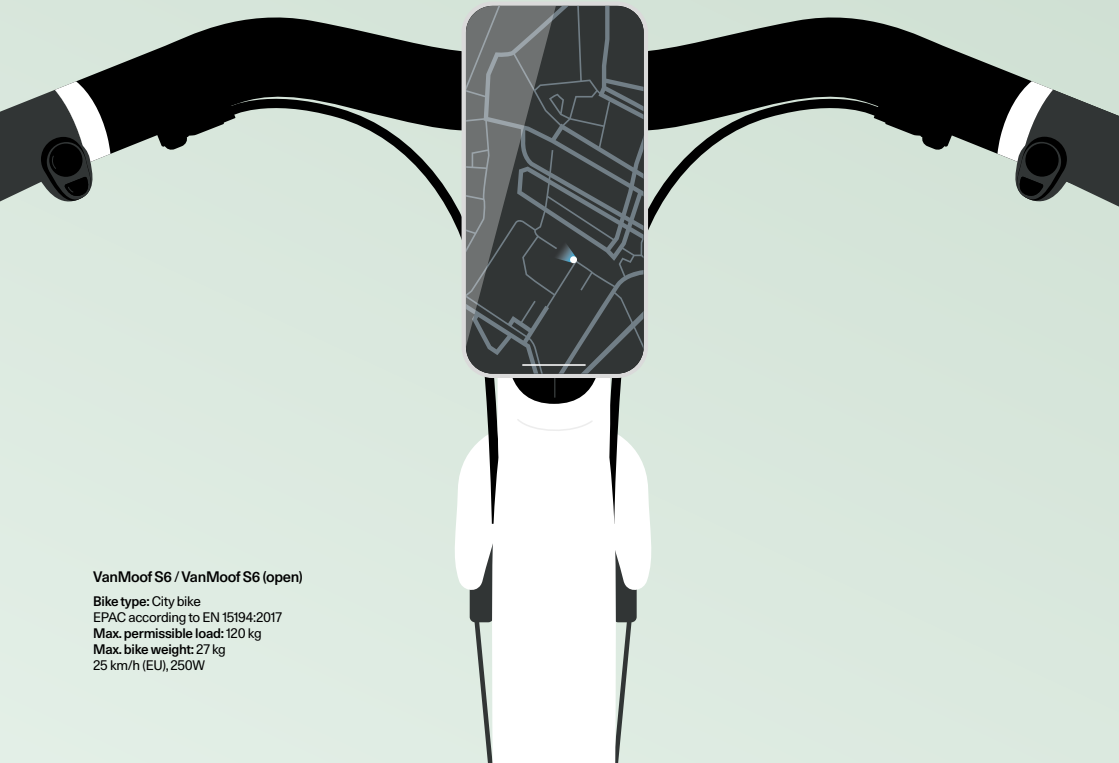
v. 15

Welcome!

Please read this guide carefully before your first ride.

↓ Download the VanMoof app

↑ Scan for the app



VanMoof S6 / VanMoof S6 (open)

Bike type: City bike
EPAC according to EN 15194:2017
Max. permissible load: 120 kg
Max. bike weight: 27 kg
25 km/h (EU), 250W

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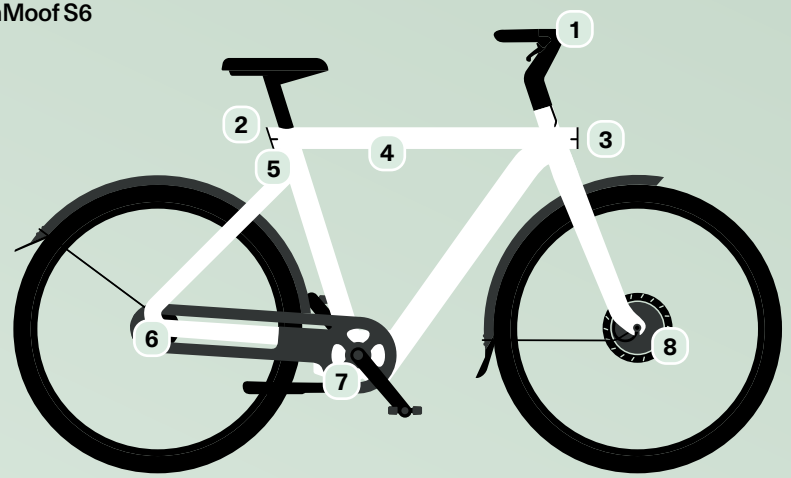
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Know your bike

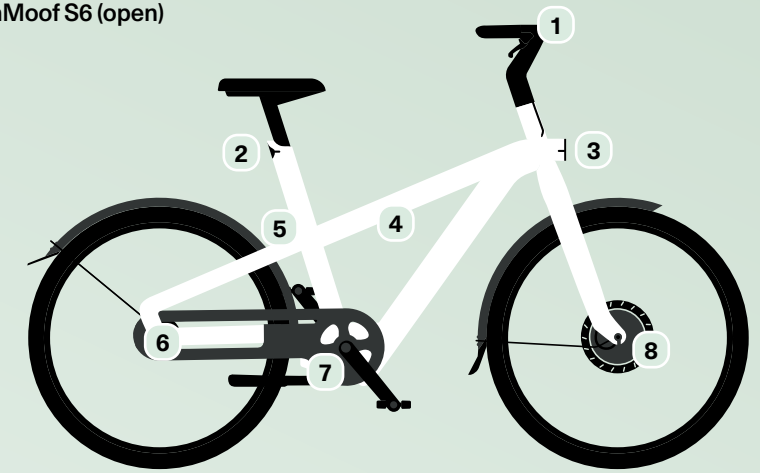
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Your bike

↘ VanMoof S6



↘ VanMoof S6 (open)



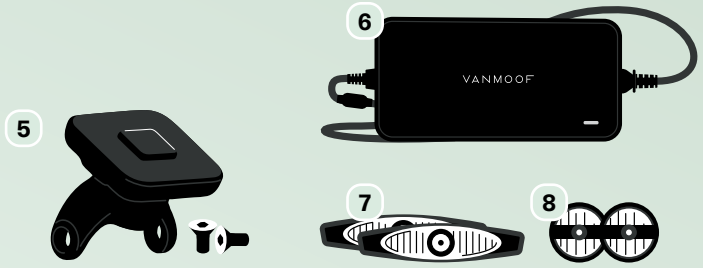
Halo Rings	1	5	Charging port
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Toolbox



1. Allen keys Nº6, Nº5, Nº3
2. Anti-theft wrench + Anti-theft nut tool
3. Anti-theft nuts and washers (x2)
4. Motor cable cover + screws (x2)

↘ Included accessories



5. Peak Design phone mount + screws (x2)
6. S6 Charger
7. Wheel reflectors (x2)
8. Round reflectors (x2)

Build your bike

Hey, nice new ride.

To assemble your bike you'll need some space, a flat surface, the VanMoof Toolbox, and maybe a friend to help you out.

Follow these steps and you'll be riding in no time.



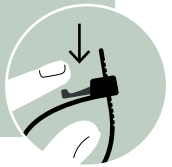
1 — Unboxing



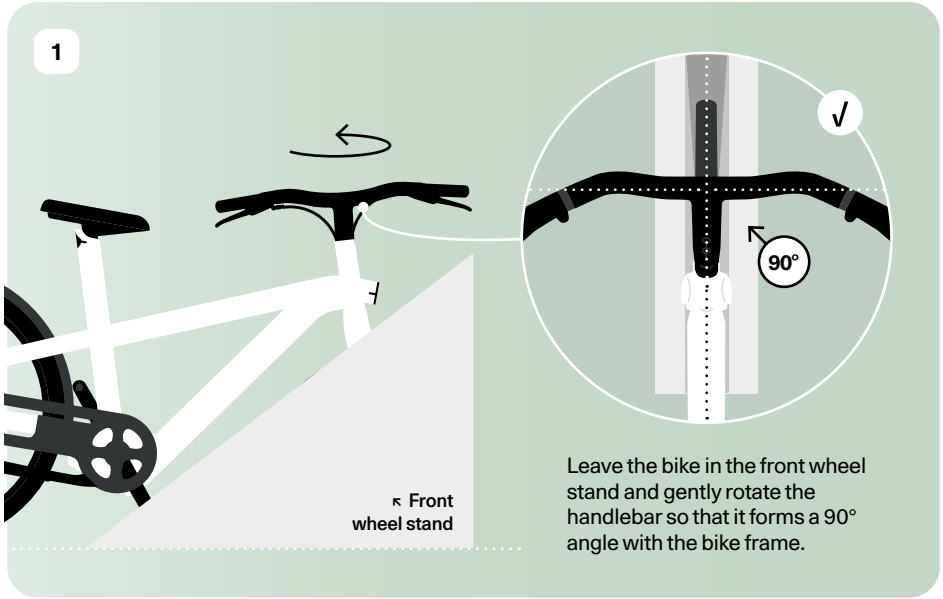
i Keep the original box in case you ever need to return your bike.

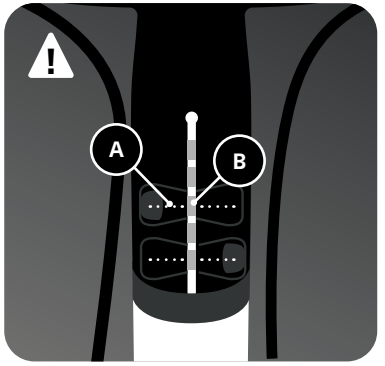
Remove and recycle all protective packaging.

→ Squeeze the tab on the cable ties to remove them and save them for personal use.

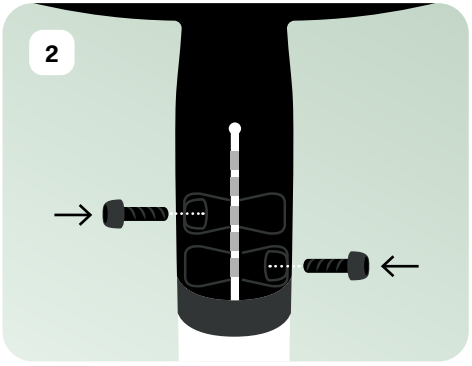


2 — Turn handlebar





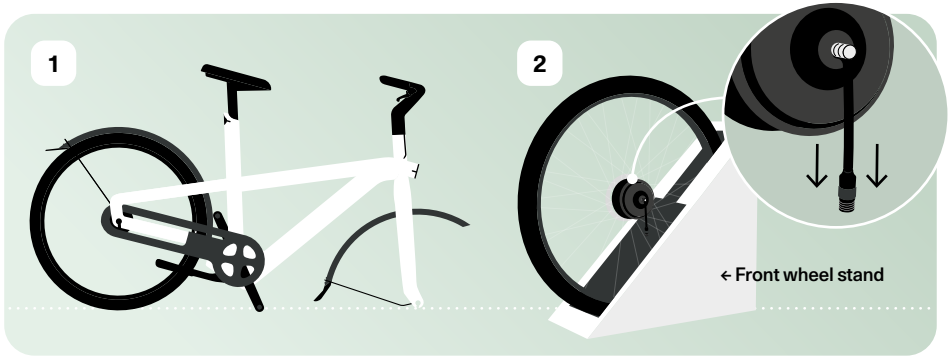
↑ Make sure the axis of the handlebar threads (**A**) are aligned with the notches of the silver sleeve (**B**) before performing the next step.



↑ Tighten the screws using Allen key №5, just enough to hold the handlebar in place.

i **Optional:** adjusting the handlebar height with risers, available via our website.

3 — Front wheel

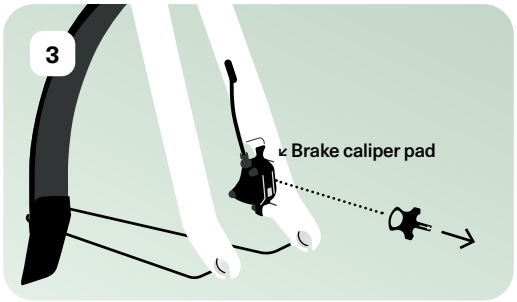


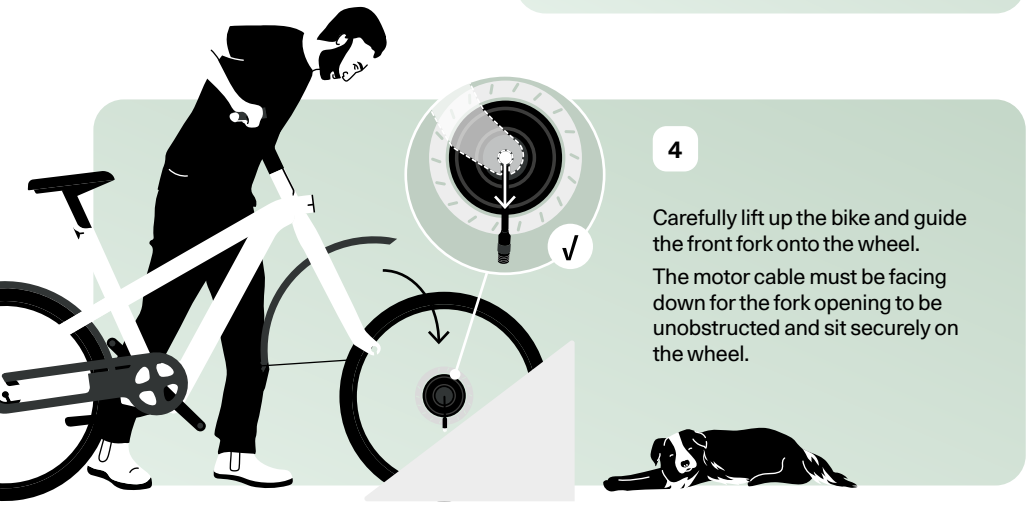
↑ Take the bike out of the front wheel stand. Place it upright on a soft-solid surface to avoid scratching the floor or your bike.

↑ Put the front wheel in the front wheel stand and make sure the motor cable is on the right side and facing down.

> ⚠ Make sure you don't squeeze the brakes while performing the next steps.

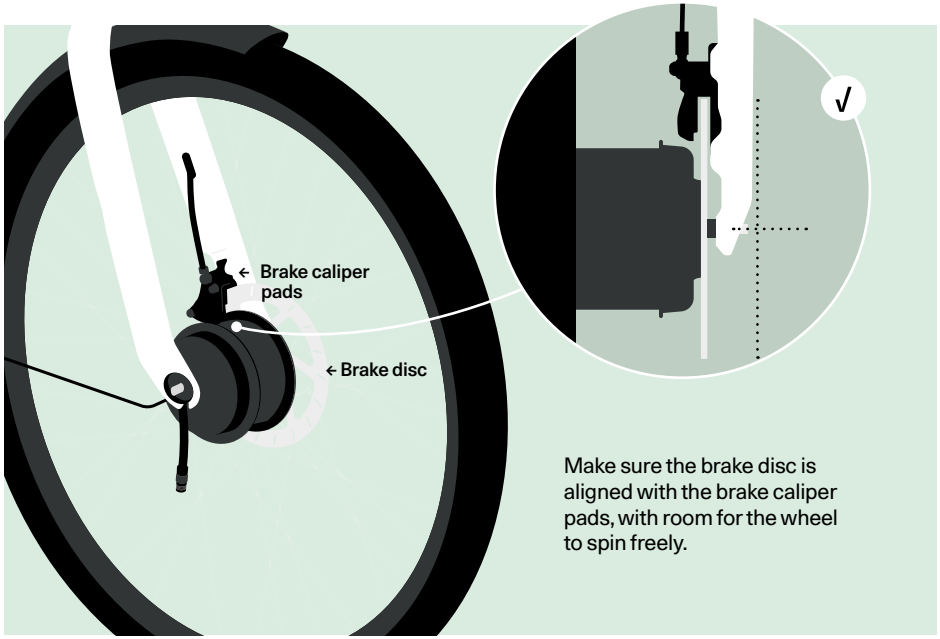
→ Remove the plastic insert from the brake caliper pad.



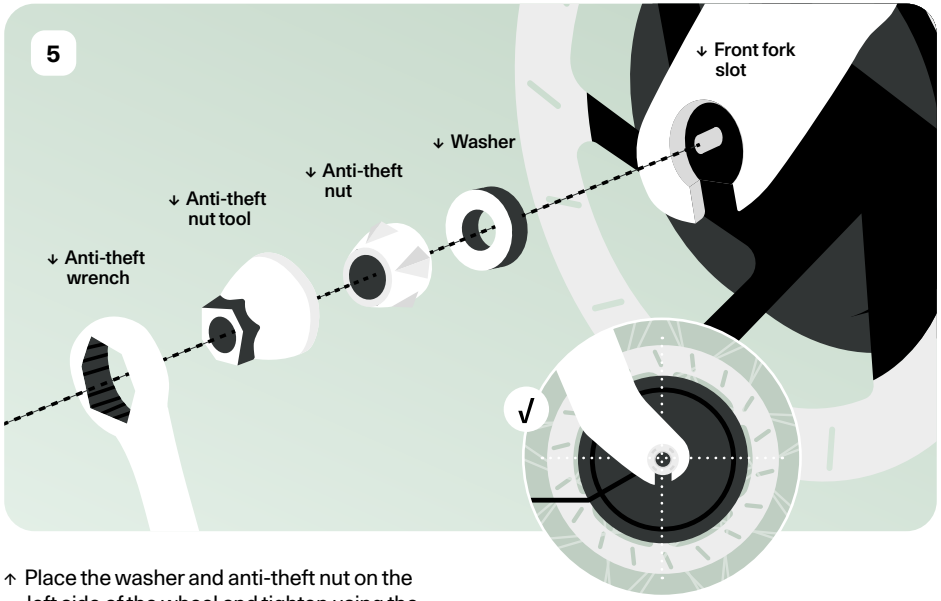


Carefully lift up the bike and guide the front fork onto the wheel.

The motor cable must be facing down for the fork opening to be unobstructed and sit securely on the wheel.



Make sure the brake disc is aligned with the brake caliper pads, with room for the wheel to spin freely.



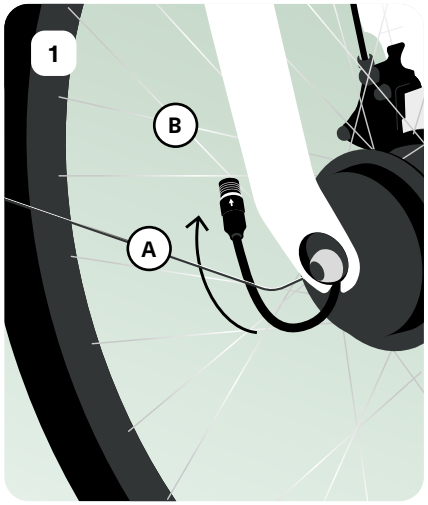
↑ Place the washer and anti-theft nut on the left side of the wheel and tighten using the anti-theft wrench (30Nm).

The wheel should still be centered.

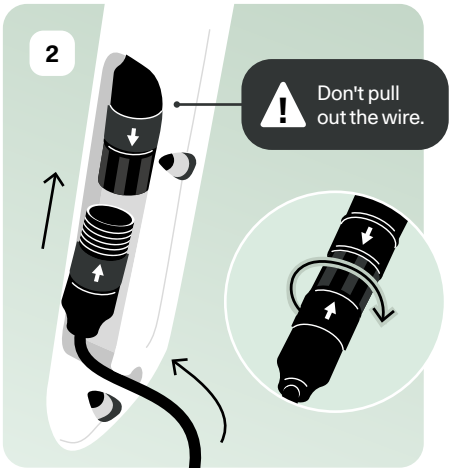
Repeat with the right side of the wheel.

↗ Check both sides of the front fork, the anti-theft nut should sit in the center of the front fork slot.

4 — Motor cable

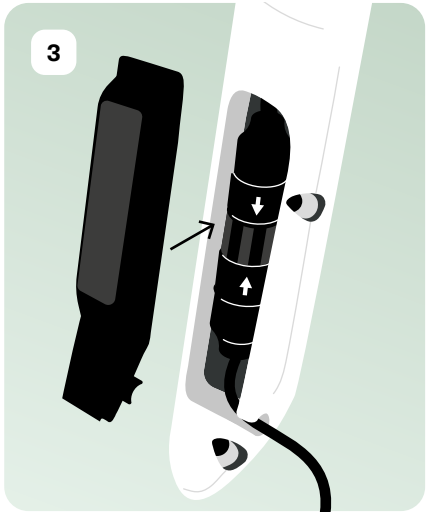


↑ The motor cable must go around the back of the fork, between the fender stay (A) and the spokes (B).

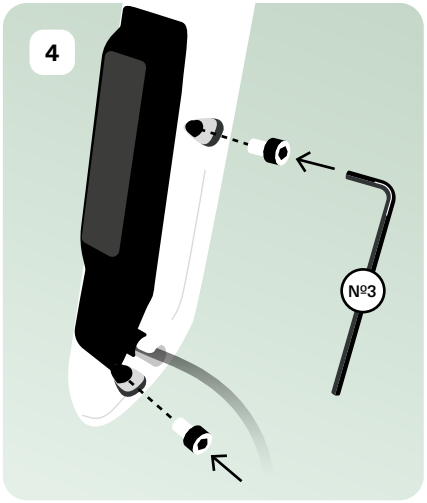


↑ Align the two arrows on the two motor cable connectors and plug them together.

↗ Screw the loose middle part over the red threads until fully tightened.



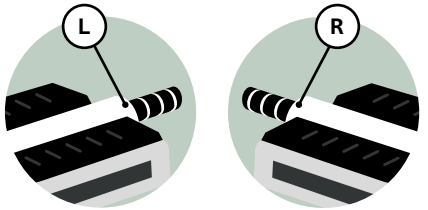
↑ Push the cable and connector into the fork leg and put the plastic cover over the motor cable notch on the front fork.



↑ Tighten the two screws into the motor cable cover (2Nm). Make sure both of them are secure.

5 — Pedals

↓ Identify the left pedal (with an engraved 'L'), and the right pedal (with an engraved 'R').



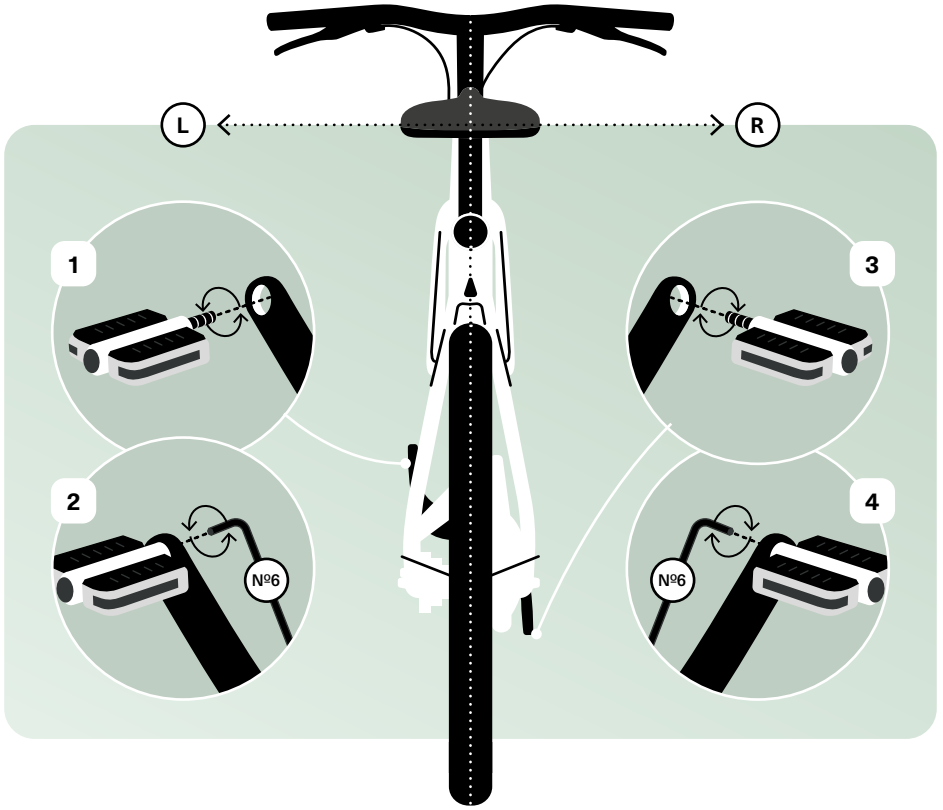
↓ Insert the threaded end of the pedal into the crank arm, and turn by hand in the appropriate direction (clockwise for the right, counterclockwise for the left).

Then tighten both pedals using Allen Key Nº6 (40Nm).

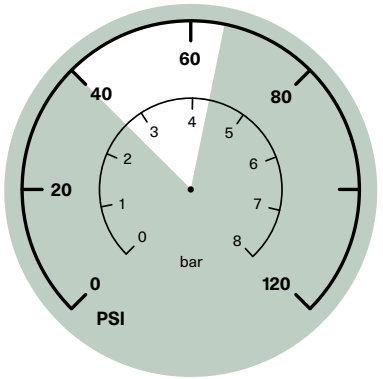
The right pedal is different from the left pedal, as each has unique threading to prevent loosening during use. It is essential to install each pedal on the correct side to avoid damaging the parts.

The **right** pedal has a standard thread, meaning it tightens clockwise (righty-tighty).

The **left** pedal has a reverse thread, meaning it tightens counterclockwise (lefty-tighty).



6 — Tires



↙ Inflate your tires to 2.75-4.5 bar / 40-65 PSI, using a Schrader-compatible tire pump. (Tire pump not included).

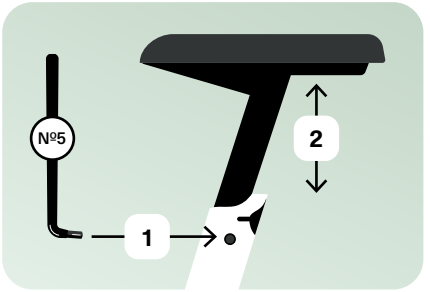
If you ever need a reminder, the recommended pressure is printed on the tires.

√ **2.75 - 4.5 bar / 40-65 PSI**
40psi = More comfortable ride
65psi = Higher battery range



7 — Saddle

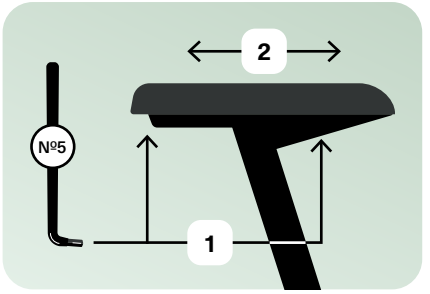
How to adjust the height:



↑ Remove the rubber cap and loosen the screw. Slide the seat to your preferred height, tighten the screw (10Nm), and put the rubber cap back on.

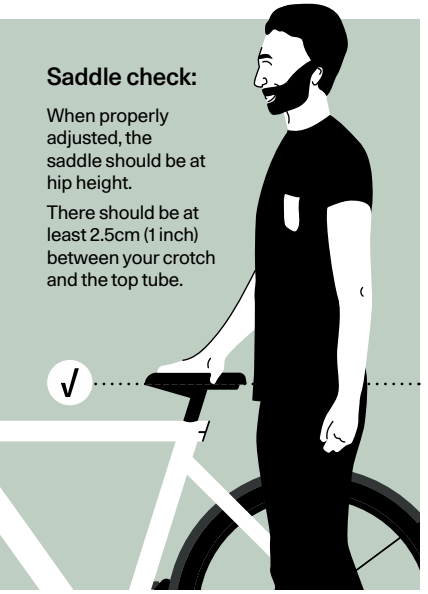


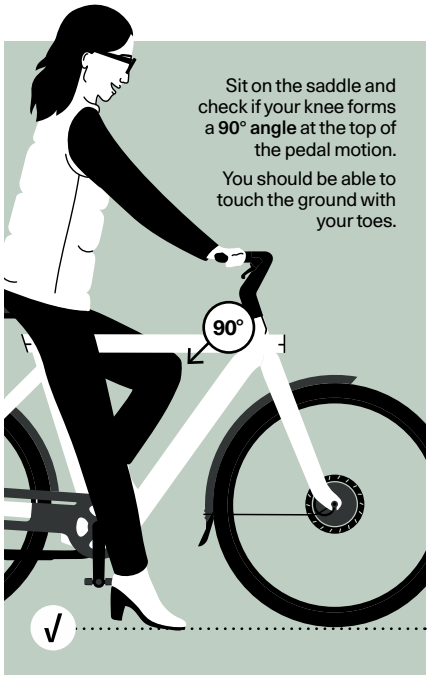
How to adjust the position:



↑ Loosen both screws underneath the saddle, adjust the seat to your preferred position, and tighten the screws (10Nm).

⚠ Do not over-tighten the screws.



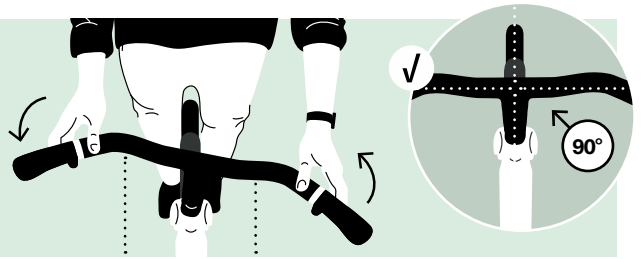


8 — Handlebar

Handlebar check:

→ Hold the front wheel between your knees and try to rotate the handlebar.

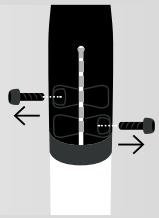
If you can feel any movement, use **Allen key Nº5** to tighten the screws more.



Adjusting the handlebar (optional)

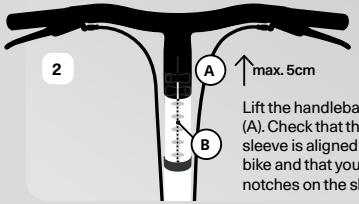
Optional: Follow these steps only if you have purchased the handlebar riser accessory. If not, go to the next page.

1



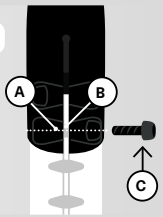
Remove the two screws on the sides of the handlebar using Allen key Nº5.

2



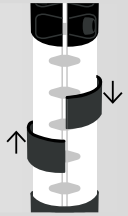
Lift the handlebar by 5cm (A). Check that the internal sleeve is aligned with the bike and that you see 5 notches on the sleeve (B).

3



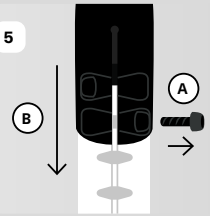
Make sure the axis of the handlebar threads (A) are aligned with the notches of the silver sleeve (B). Then tighten the bottom screw to temporarily keep the handlebar in position (C).

4



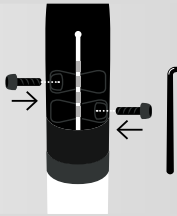
Assemble the risers by sliding them together over the sleeve. Choose between heights: 10mm (small riser), 20mm (large riser), or 30mm (combined).

5



Remove the screw from the handlebar (A), and slide the handlebar down completely (B).

6

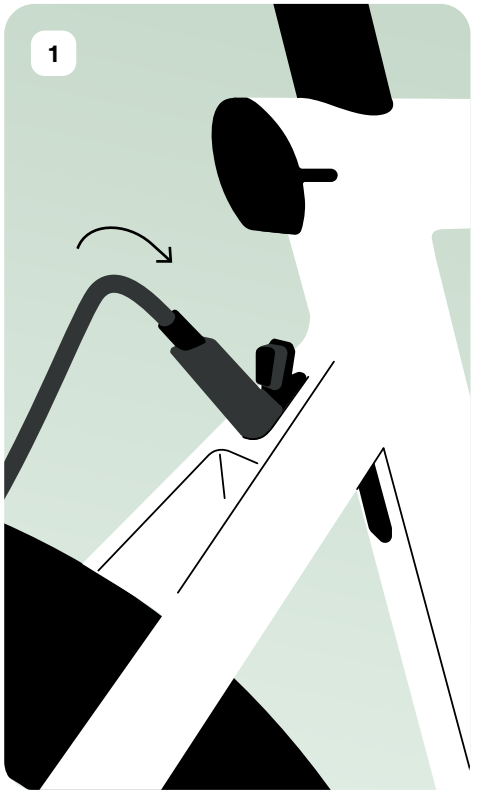


Tighten the screws using Allen key Nº5 (7Nm).



Be careful not to detach the handlebar completely.

9 — Charging



↙ Open the rubber cover located between the rear stays and gently insert the charging plug in the charging port.

Always make sure you put the port cover back on afterward.

Make sure to carefully read and follow the safety instructions found on the charger and in this manual.

Charging speed:



50% battery in ≈ **2h30**



Full battery in ≈ **6h30**

Battery instructions:

→ Only use the official VanMoof battery charger.

→ Charge your bike indoors, in a well-ventilated dry location (moisture and extreme temperature fluctuations can affect the charging process).

→ Always keep the plug and connector free of dirt and moisture.

→ Do not charge your bike if the charger or plug is damaged. If in doubt, contact us immediately.

→ Your bike will charge only when the temperature is between 5°C and 30°C (41°F to 86°F)

→ If you don't plan to use your bike for a long period of time, make sure to store the battery above 80% and charge the battery if it drops below 30%.

For usage and storage temperatures information check the warnings section at the end of this manual.

10 — Bike registration



Scan your QR-code

Scan the QR-code at the beginning of this manual to access the VanMoof app with your personal bike serial code.

1. Get your bike out of shipping mode by inserting the charger or pressing the Power button located under the toptube. This will take a few seconds, don't press the button again.
2. Download the VanMoof app, create an account and register your bike.
3. Make sure Bluetooth is enabled. Your bike should automatically connect to the app.
4. Let the app guide you to create a personal Unlock Code and customize your bike settings.

i If the connection fails, check if your phone is near the bike and the **Bluetooth** is enabled.

Checklist

i Regularly go over this checklist every few months to make sure your bike is tip top.

- ☐ Is your front wheel correctly positioned in the front fork dropout?
- ☐ Are the front and rear wheel nuts properly tightened?
- ☐ Is the handlebar stem properly tightened with 2 screws?
- ☐ Is the saddle set at the correct height, with the seat post clamp screw properly tightened?
- ☐ Are the brakes properly working when you squeeze them?
- ☐ Are the tires inflated to the correct specifications?
- ☐ Are the pedals screwed on tightly?
- ☐ Is the bike battery fully charged before your first ride?
- ☐ Did you install the app, setup your personal Unlock Code and customize your bike settings?

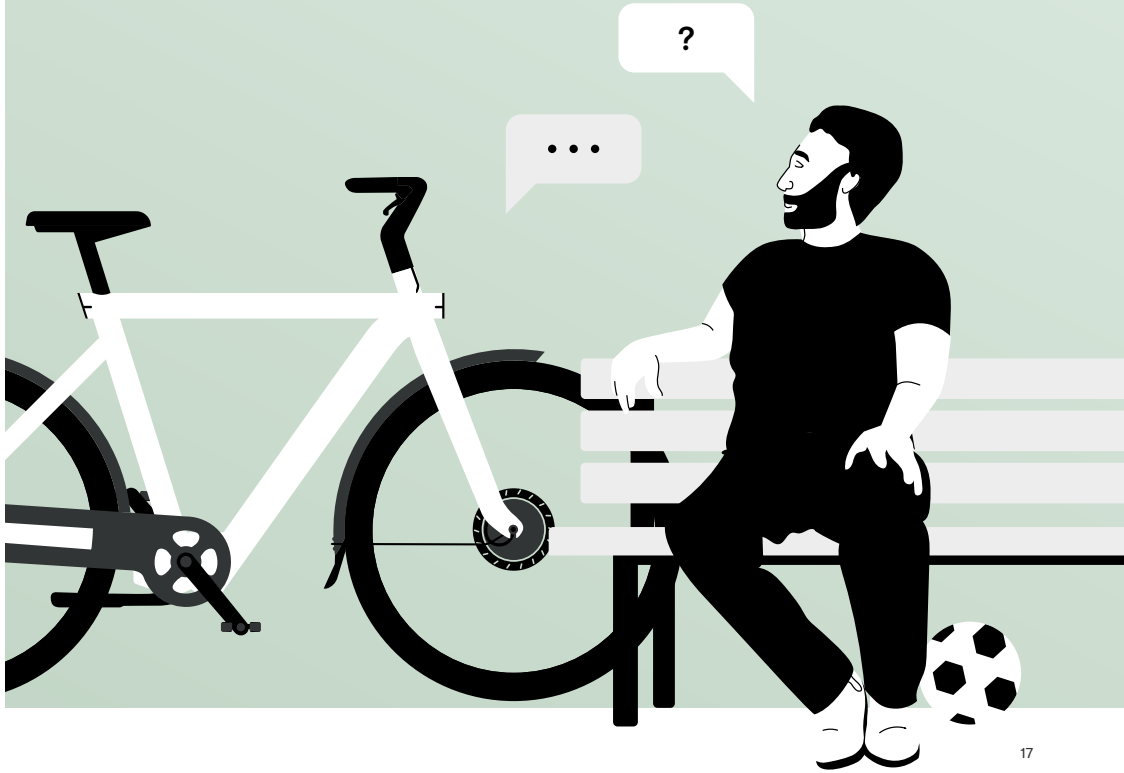
Ticked all the boxes? Let's get going!



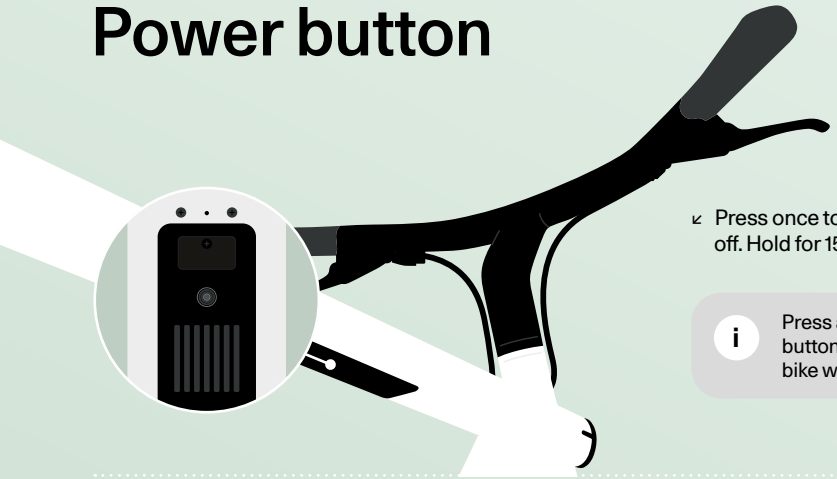
Know your bike

Now that you've assembled your bike, it's time to get familiar with it.

The next few pages will give you a taster, but we recommend using the VanMoof app for a deep dive into all the bike features.



Power button

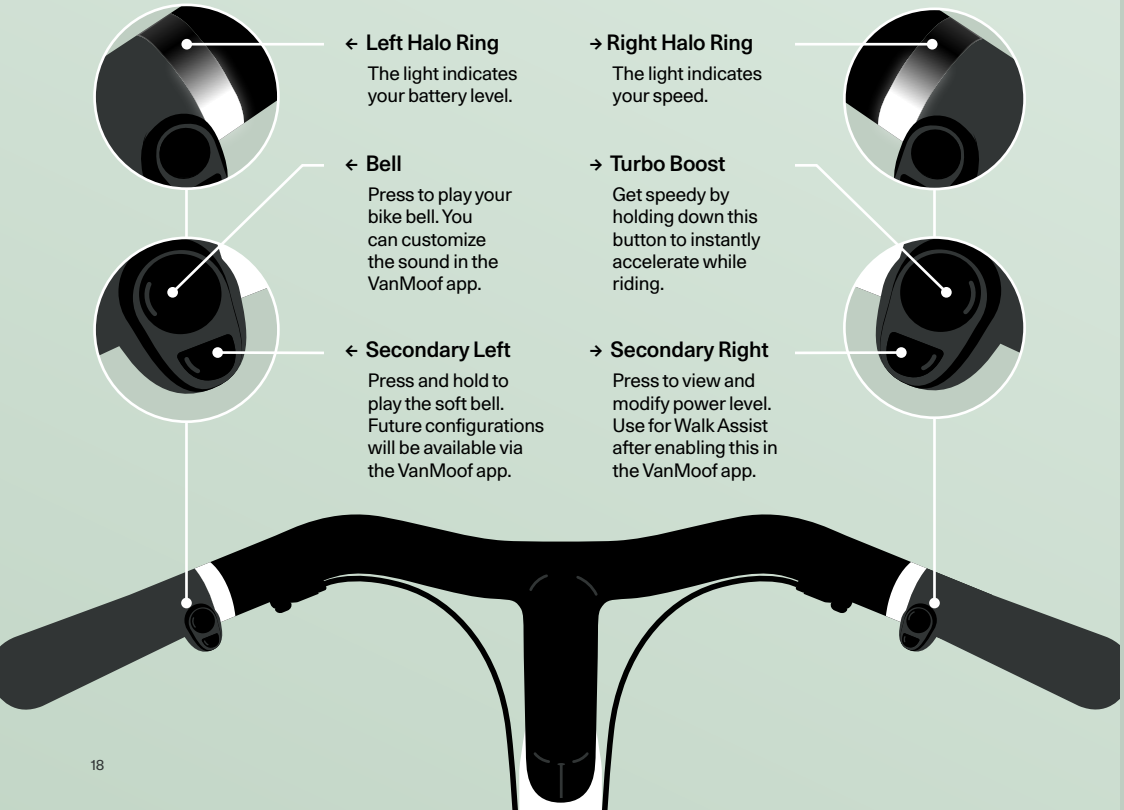


↙ Press once to turn your bike on or off. Hold for 15 seconds to reset.

i Press any of the buttons to wake up your bike when unlocked.

At your fingertips

Your handlebar is more than just something to hold on to.



← **Left Halo Ring**
The light indicates your battery level.

→ **Right Halo Ring**
The light indicates your speed.

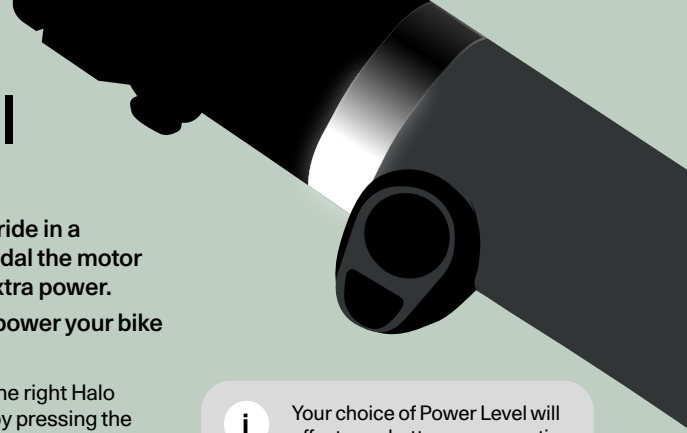
← **Bell**
Press to play your bike bell. You can customize the sound in the VanMoof app.

→ **Turbo Boost**
Get speedy by holding down this button to instantly accelerate while riding.

← **Secondary Left**
Press and hold to play the soft bell. Future configurations will be available via the VanMoof app.

→ **Secondary Right**
Press to view and modify power level. Use for Walk Assist after enabling this in the VanMoof app.

Power Level



The Power Level supports your ride in a smart way. When you start to pedal the motor assistance kicks in giving you extra power.

The harder you pedal the more power your bike receives.

↓ Your Power Level is displayed on the right Halo Ring. You can view and change it by pressing the secondary button multiple times, or using the VanMoof app when your phone is connected.

i Your choice of Power Level will affect your battery consumption.

i High or low temperatures may affect the amount of delivered support.



↑ **Level 0**
Motor is switched off

↑ **Level 1**
Low motor support

↑ **Level 2**
Medium motor support

↑ **Level 3**
High motor support

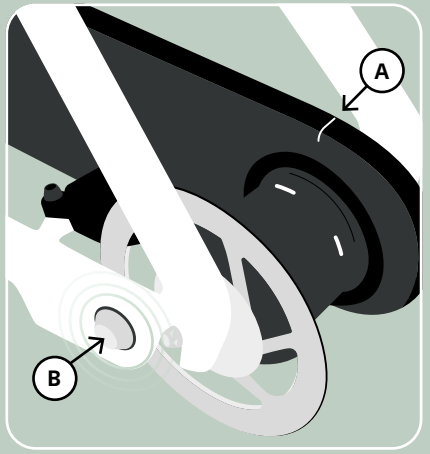
↑ **Level 4**
Maximum motor support

Kick Lock

→ To lock your bike align the stripes on the Chain Cover with a stripe on the rear hub (**A**).

Gently kick the Kick Lock button on the left side of the wheel (**B**).

You'll hear a locking sound, that means the rear wheel is immobilized and the alarm is enabled.



i Use your phone, the Touch Unlock functionality or your personal Unlock Code to unlock your bike.

Learn more on the VanMoof app.

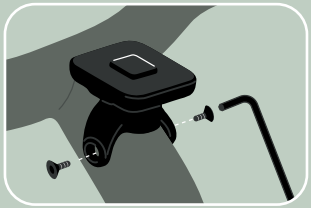
Phone mount

Grab your phone, lock-in, ride.

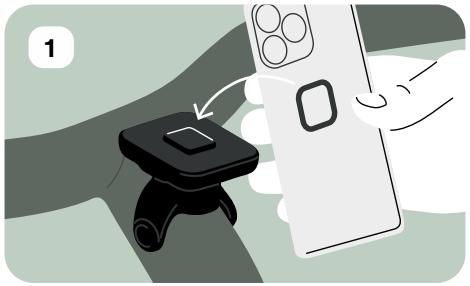
Enhance your ride with our in-app riding dashboard mounted on your handlebar.

Attaching the phone mount

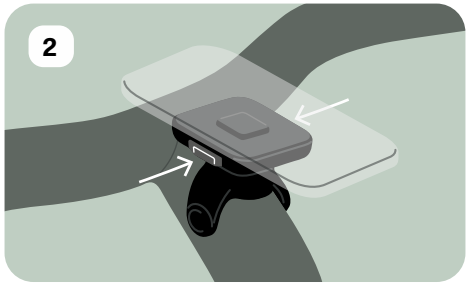
↓ Take your Peak Design phone mount out of the toolbox. Now remove the two rubber covers from the sides of the handlebar. Use Allen key Nº3 to tighten the mount onto the handlebar, securing it with the included screws.



↑ Scan to get your compatible Peak Design accessory.



↑ Secure your phone with your Peak Design accessory on the phone mount. Make sure it's properly attached and locked in place. Select your preferred orientation—portrait or landscape. The phone can be installed in either mode.



↑ Remove your phone by pressing either button on the sides of the mount.

⚠ **WARNING:**

Always pay attention to road and traffic conditions when riding.

To minimize distraction and ensure the safety of you, as well as other road users, do not use your phone to adjust settings while you are in motion.

Make sure to turn off notifications and text messages before you attach your phone to the phone mount.

Apple Find My

Your VanMoof works with Apple Find My.

You can use Apple Find My to keep track of your bike's location. Once you've set up and connected to your bike, enable Find My using these simple steps.

Before you begin, ensure your bike is unlocked and has the latest firmware installed.



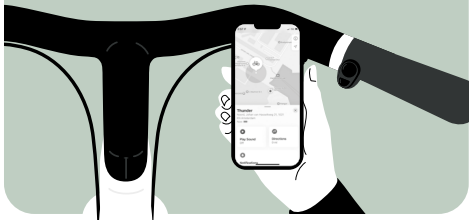
1 Open the VanMoof app.

2 Follow the on-screen instructions in the app to complete the Find My setup:

Double press the Power button. You'll hear a sound. This means your bike is ready to pair.



Using the Apple Find My app, tap "+", then "Add Other Item", and follow the onscreen instructions.



Works with Apple Find My



→ **Enabling/Disabling Find My**

Any time you want to enable or disable Find My, first make sure the bike is unlocked and then double press the Power button.

→ **Find My Factory Reset**

Restore Apple Find My factory settings by pressing the bike's power button 5 times quickly. Your bike will make a confirmation sound, then you can remove the bike from the Items section in the Find My app.

→ **Found a lost VanMoof bike?**

If you find a VanMoof you can check to see if it is reported as 'Lost' via the Find My app.

Simply press any button on the bike's handlebar. The bike will send its serial number to your Find My app via the 'Find missing item'.

i You can always check to see the status of Find My using the Apple Find My app.

Apple Find My provides an easy, secure way to locate your VanMoof S6 or S6 (open) on a map using the Find My app on your iPhone, iPad, Mac, or the Find Items app on Apple Watch. To use the Find My app to locate this item, the latest version of iOS, iPadOS or macOS is recommended. The Find Items app on Apple Watch requires the latest version of watchOS.

The use of the Works with Apple badge means that a product has been designed to work specifically with the technology identified in the badge and has been certified by the product manufacturer to meet Apple Find My product specifications and requirements. Apple is not responsible for the operation of this device or use of this product or its compliance with safety and regulatory standards.

Apple, Apple Watch, iPad, iPadOS, Mac, and macOS are trademarks of Apple Inc., registered in the U.S. and other countries. IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

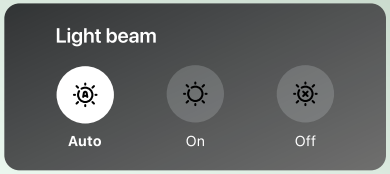
VanMoof app

Get the best out of your bike with our VanMoof app.

As you ride the app will show your real-time speed, distance, ride duration, battery level, and show your current location on the map.

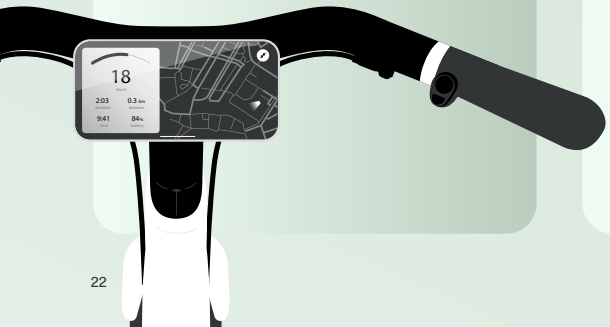
Customize your ride

Adjust your bike settings for a smooth journey.



Dashboard with navigation

A real-time view of your speed, distance, ride duration, and battery level. Choose between portrait and landscape mode, and view your location on the map. Use the in-app navigation to plan routes, explore new destinations, and make every ride seamless and enjoyable.



Walk assist

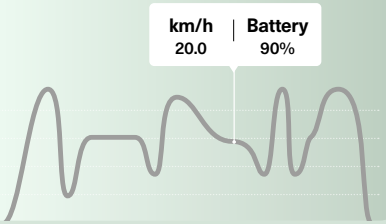
Need an extra hand up a hill or ramp? While walking, hold the right secondary button for gentle motor assistance. The assist stops when you let go of the button. Enable in the VanMoof app.

Unlock your ride

No keys needed, your bike smartly recognizes you.

Track your ride

Look back at every trip with a detailed ride overview.



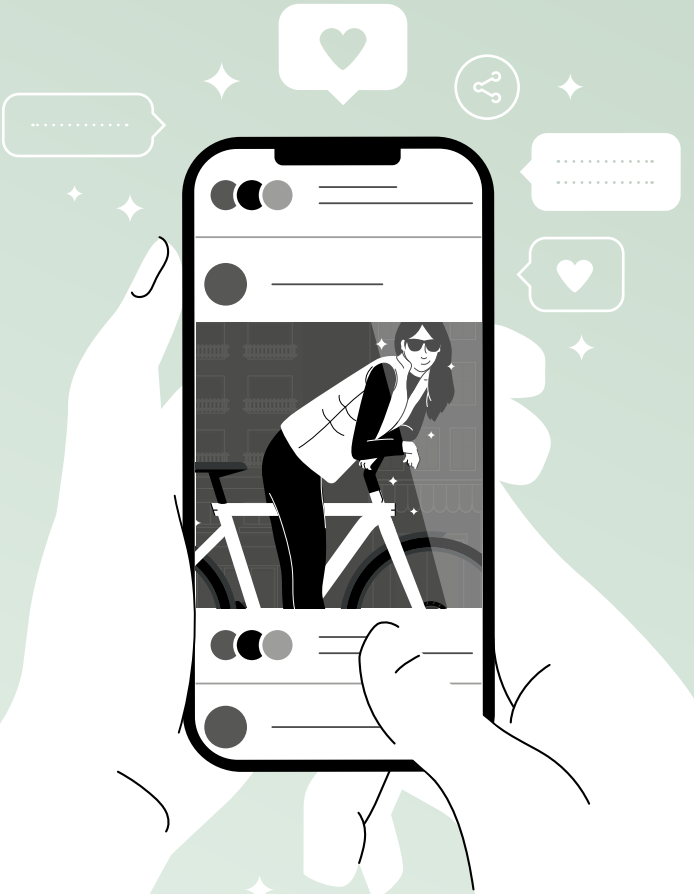
Ride pro

Unlock advanced features like theft tracking, live notifications, and Health app integration to enhance your ride in every way.



Let's connect

Join our online community of riders and be the first to hear about the latest VanMoof news.



@vanmoof

Maintenance

Brake pads

We recommend you to check your brake pads regularly, any bike shop can help you.

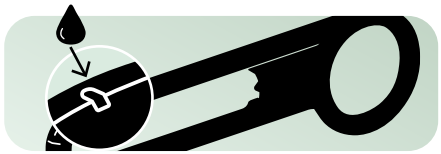
Cleaning

Clean your VanMoof frame using water and a gentle detergent. Don't use a pressure washer to wash your bike, as this can damage the internal electronics.

Chain Cover

Your S6 or S6 (open) is fitted with an enclosed Chain Cover to protect it from dirt. In the rare case where dirt goes inside, remove the chainguard and clean the chain by rubbing it with an oily cloth. With regular use, you can expect your chain and sprockets to last 6,000–8,000km before they need servicing or replacement.

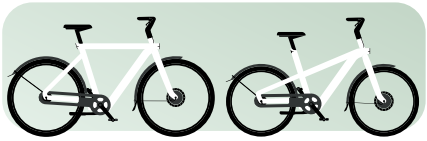
Apply a little lube to your chain every now and then to keep it running smoothly. You can do this by inserting the lube into the hole located near the rear wheel hub.



Digital oil

Make sure the VanMoof app and bike firmware are up to date, to keep your bike running smoothly.

Bike weight



↑ Without additional accessories,the VanMoof S6 and S6 (open) each weigh 23 kg (50.8 lbs).

! The top tube **shouldn't be used** to carry an extra person.

! The total weight of the bike with rider & luggage should not exceed **120 kg / 264.5 lbs.**

Replacing parts

In the certification process, specific components are defined which are allowed to be used on your VanMoof. In other words the certification only applies if your vehicle uses these parts or replacement parts that have been approved for your model.

If parts are replaced by the user, only original parts or replacements, approved for this bicycle model by VanMoof, may be used. Otherwise the user needs to seek individual permission from local regulatory authorities.

Parts which must only be replaced with approved components:

- → Frame
- → Kickstand
- → Fork
- → Handlebar
- → Motor
- → Seatpost & saddle
- → Battery
- → Mudguards
- → Electronic system
- → Pedals
- → Tires
- → Kicklock
- → Rims
- → Grips
- → Brake system
- → Chain cover
- → Chain
- → Rear hub
- → Front light
- → Rear light
- → Crank
- → Halo Rings
- → Charging port

Screw connections

It's very important that all bolted connections are secured with the correct torque.
Too much torque can damage the screw, nut or component.

Component	Torque
Handlebar stem clamp screws (x2)	7Nm
Handlebar head set bearing screw (x1)	12Nm
Seat post clamp screw (x1)	10Nm
Saddle front/back position screws (x2)	10Nm
Front wheel axle nuts (x2)	30Nm
Rear wheel axle nuts (x2)	30Nm
Motor cable cap screws (x2)	2Nm
Pedals (x2)	40Nm

Battery recycling & disposal

Disposing of electronics and accessories

Electronic components and accessories (lights, chargers) can be handed in at any municipal recycling centre. Prior to disposal, remove all batteries from the device and hand them in separately at a battery collection point.



This symbol on the battery or product indicates it must not be disposed of as unsorted municipal waste.

Disposing of the VanMoof battery

You can hand in your old or end-of-life VanMoof battery free of charge at any municipal recycling centre registered under the local take-back scheme. No purchase of a new battery is required.

You are legally required to dispose of batteries separately from household waste. Do not place the battery in general waste or incineration.

Damaged or defective batteries

A damaged or defective battery must not be used, charged, or transported in the bike. Do not touch a heavily damaged battery with bare hands as electrolyte can leak and cause skin irritation.

Store any defective battery in a safe outdoor location with the terminal contacts taped to prevent short-circuit. Bring it to a registered collection point as soon as possible.

Find a collection point

- Germany (GRS eMobility): www.grs-batterien.de/service/ruecknahmestellen
- The Netherlands (Stichting OPEN): www.stichting-open.org
- France (Corepile): www.ecosystem.eco/donner-recycler
- Belgium (Bebat): www.bebat.be
- UK: www.recycleyourelectricals.org.uk

More info:
vanmoof.com/weee-compliance

WARRANTY EU & ASIA

VanMoof guarantees each VanMoof bicycle frame against structural defects in workmanship and materials for three years from the date of delivery, subject to the terms and notwithstanding the limitations as set out in the Terms and Conditions. Parts or accessories that fall within the scope of the guarantee as described in the Terms and Conditions are guaranteed for a period of three years from the date of delivery, subject to the terms and notwithstanding the limitations as set out in the Terms and Conditions. For the battery, motor and ECU the warranty shall in any event be limited to three years or for the first 7500 km, whichever comes first. This warranty is expressly limited to the replacement of a defective frame, defective product, or defective parts and is the consumer's sole remedy. A repair or replacement under a warranty does not extend the warranty period. Claims under this warranty must be made directly to Your point of purchase in Your country Proof of purchase is required. We advise You to keep Your box, since replacement boxes are not covered by the warranty. If You need a replacement box, we'll send You one for an additional fee.

This warranty does not cover normal wear and tear, improper assembly or follow-up maintenance, or installation of parts or accessories. The warranty does not apply to damage or failure due to accident, misuse, abuse, neglect, corrosion, or failure to perform maintenance or service at appropriate intervals as specified in the written instructions provided with the product, the VanMoof application, or at www.vanmoof.com.

Modification of the frame or components shall void this warranty. VanMoof is not responsible for incidental or consequential damages. This warranty does not affect any statutory rights of the Consumer.

Disclaimer:

Under no circumstances, including, but not limited to negligence, shall VanMoof or any VanMoof distributor (seller) be liable for any damages, including but not limited to special or consequential damages that result from the use of, or the inability to use, the VanMoof bike and/or any other Products or materials referred to in this manual, even if VanMoof has been advised of the possibility of such damages. This disclaimer does not affect the statutory rights of the Consumer.

This document only provides a limited representation of our full terms and conditions. Go to https://www.vanmoof.com/terms-and-conditions to view our Terms and Conditions in which You will find our warranty terms in their entirety. In the event of any inconsistency or ambiguity between the contents of this document and the Terms and Conditions, the latter shall prevail.

WARRANTY UK

The warranty mentioned below is a commercial warranty and it does not affect the statutory rights of UK Consumers under the Consumer Rights Act 2015.

VanMoof guarantees each VanMoof bicycle frame against structural defects in workmanship and materials for three years from the date of delivery, subject to the terms and notwithstanding the limitations as set out in the Terms and Conditions. Parts or accessories that fall within the scope of the guarantee as described in the Terms and Conditions are guaranteed for a period of three years from the date of delivery, subject to the terms and notwithstanding the limitations as set out in the Terms and Conditions. For the battery, motor and ECU the warranty shall in any event be limited to three years or for the first 7500 km, whichever comes first. This warranty is expressly limited to the replacement of a defective frame, defective product, or defective parts and is the consumer's sole remedy. A repair or replacement under a warranty does not extend the warranty period. Claims under this warranty must be made directly to Your point of purchase in Your country Proof of purchase is required. We advise You to keep Your box, since replacement boxes are not covered by the warranty. If You need a replacement box, we'll send You one for an additional fee.

This warranty does not cover normal wear and tear, improper assembly or follow-up maintenance, or installation of parts or accessories. The warranty does not apply to damage or failure due to accident, misuse, abuse, neglect, corrosion, or failure to perform maintenance or service at appropriate intervals as specified in the written instructions provided with the product, the VanMoof application, or at www.vanmoof.com.

Modification of the frame or components shall void this warranty. VanMoof is not responsible for incidental or consequential damages. This warranty does not affect any statutory rights of the Consumer.

Disclaimer:

Under no circumstances, including, but not limited to negligence, shall VanMoof or any VanMoof distributor (seller) be liable for any damages, including but not limited to special or consequential damages that result from the use of, or the inability to use, the VanMoof bike and/or any other Products or materials referred to in this manual, even if VanMoof has been advised of the possibility of such damages. This disclaimer does not affect the statutory rights of the Consumer.

This document only provides a limited representation of our full terms and conditions. Go to https://www.vanmoof.com/terms-and-conditions to view our Terms and Conditions in which You will find our warranty terms in their entirety. In the event of any inconsistency or ambiguity between the contents of this document and the Terms and Conditions, the latter shall prevail.

OUTLET BIKE WARRANTY FOR EU – UK – ASIA

VanMoof guarantees each VanMoof bicycle frame against structural defects in workmanship and materials for two years from the date of delivery, subject to the terms and notwithstanding the limitations as set out in the Terms and Conditions. Parts or accessories that fall within the scope of the guarantee as described in the Terms and Conditions are guaranteed for a period of two years from the date of delivery, subject to the terms and notwithstanding the limitations as set out in the Terms and Conditions. For the battery, motor and ECU, the warranty shall in any event be limited to one year or for the first 3750 km, whichever comes first. This warranty is expressly limited to the replacement of a defective frame, defective product, or defective parts and is the consumer's sole remedy. A repair or replacement under a warranty does not extend the warranty period. Claims under this warranty must be made directly to your point of purchase in your country. Proof of purchase is required. We advise You to keep Your box, since replacement boxes are not covered by the warranty. If You need a replacement box, we'll send You one for an additional fee.

This warranty does not cover normal wear and tear, improper assembly or follow-up maintenance, or installation of parts or accessories. The warranty does not apply to damage or failure due to accident, misuse, abuse, neglect, corrosion, or failure to perform maintenance or service at appropriate intervals as specified in the written instructions provided with the product, the VanMoof application, or at www.vanmoof.com.

Modification of the frame or components shall void this warranty. VanMoof is not responsible for incidental or consequential damages. This warranty does not affect any statutory rights of the Consumer.

Disclaimer:

Under no circumstances, including, but not limited to negligence, shall VanMoof or any VanMoof distributor (seller) be liable for any damages, including but not limited to special or consequential damages that result from the use of, or the inability to use, the VanMoof bike and/or any other Products or materials referred to in this manual, even if VanMoof has been advised of the possibility of such damages. This disclaimer does not affect the statutory rights of the Consumer.

This document only provides a limited representation of our full terms and conditions. Go to https://www.vanmoof.com/terms-and-conditions to view our Terms and Conditions in which You will find our warranty terms in their entirety. In the event of any inconsistency or ambiguity between the contents of this document and the Terms and Conditions, the latter shall prevail.

VANMOOF GENERAL TERMS AND CONDITIONS, WARRANTY & SAFETY INSTRUCTIONS – UNITED STATES

Effective from and last updated 1 April 2024.

Warranty term and what is covered: VanMoof guarantees each new VanMoof bicycle frame, part or accessories against structural defects in workmanship and materials for a period of one year from the date of delivery, subject to the terms and notwithstanding the limitations as set out in the Terms and Conditions for the United States. For the battery, motor and ecu, the warranty shall in any event be limited to one year or for the first 3750 km, whichever comes first. This limited warranty is expressly limited to the replacement of a defective frame, defective product or defective parts or accessories and is the Consumer's sole remedy. A repair or replacement under a warranty does not extend the warranty period. This warranty does not affect any statutory rights of the Consumer.

What is not covered: This limited warranty is limited to the scope and limitations as set out in the Terms and Conditions for the United States (see link below). As such, this limited warranty does not cover amongst others: normal wear and tear, improper assembly, improper follow-up maintenance, or installation of parts or accessories by anyone other than a certified VanMoof bike specialist, without VanMoof's explicit instructions. The warranty does not apply to damage or failure due to accident, misuse, abuse, neglect, corrosion, or failure to perform maintenance or service at appropriate intervals as specified in the written instructions provided with the product, the VanMoof application, or at www.vanmoof.com. Modification of the frame or components and failing to download and install mobile device application updates shall void this warranty.

How to make a claim: CLAIMS UNDER THE WARRANTY MUST BE TIMELY MADE DIRECTLY at Your point of purchase in Your country. For online purchases, please contact us at rider.support@vanmoof.com or by logging in to Your account. Original proof of purchase is required. We advise that You keep the product box, as a fee will be charged for replacement boxes.

Disclaimer:

THIS DOCUMENT INCLUDING THE RELEVANT TERMS IN THE TERMS AND CONDITIONS FOR THE UNITED STATES MENTIONED BELOW ARE A FULL AND COMPLETE STATEMENT OF VANMOOF'S WARRANTY FOR THE PRODUCT. VANMOOF MAKES NO ADDITIONAL REPRESENTATIONS OR WARRANTIES WITH RESPECT TO THE PRODUCT. VANMOOF DISCLAIMS ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, AND, TO THE FULLEST EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES PROVIDED BY STATUTE OR COMMON LAW. VANMOOF'S LIABILITY UNDER THIS WARRANTY SHALL BE NO GREATER THAN THE AMOUNT OF THE ORIGINAL PURCHASE PRICE. UNDER NO CIRCUMSTANCES, INCLUDING, BUT NOT LIMITED TO NEGLIGENCE, SHALL VANMOOF OR ANY VANMOOF DISTRIBUTOR/SELLER BE LIABLE FOR ANY DAMAGES, INCLUDING BUT NOT LIMITED TO INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES, THAT RESULT FROM THE USE OF OR THE INABILITY TO USE THE VANMOOF BIKE AND/OR ANY OTHER PRODUCTS OR MATERIALS REFERRED TO IN THIS MANUAL. APPLICABLE LAW MAY NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This document only provides a limited representation of our full terms and conditions. Go to https://www.vanmoof.com/terms-and-conditions and select the version for the United States to view the applicable Terms and Conditions in which You will find the applicable warranty terms in their entirety. In the event of any inconsistency or ambiguity between the contents of this document and the Terms and Conditions for the United States, the latter shall prevail.

FEDERAL COMMUNICATIONS COMMISSION (FCC) STATEMENT

This device emits a signal that 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 of the device.

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 area.

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 a dealer or an experienced radio/TV technician for help.

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement:

- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.
- This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

⚠ IMPORTANT SAFETY INSTRUCTIONS

1. **WARNING:** Do not touch the disk of the front and rear brake while it is rotating or directly after braking. This could result in injury or burns.
2. **WARNING:** Do not remove the battery before prior approval and instructions from VanMoof. Always immediately contact VanMoof regarding any battery issues.
3. **WARNING:** Always ride with care. Turning and braking suddenly may cause accidents.
4. **WARNING:** Do not modify or tamper with the bike's motor, internal gear hub or integrated components, including software. Modifying the bike in any way will void your warranty and can lead to accidents resulting in injury or death.
5. **WARNING:** The left brake handle controls the front wheel brake. The right brake handle controls the rear wheel brake. In the U.K. and Japan, the right brake handle controls the front wheel brake. The left brake handle controls the rear wheel brake.
6. **WARNING:** Riding in the city or in traffic can be hazardous.
7. **WARNING:** Failure to wear a helmet when riding may result in serious injury or death.
8. **WARNING:** Never ride with headphones or talk on the phone while riding, sit only on the saddle of the bike. Do not sit on the top tube.
9. **WARNING:** Never ride in a situation where you are not able to fully control the bike.
10. **WARNING:** The VanMoof bikes are not suitable for towing trailers of any sort.
11. **WARNING:** Take care when riding in wet and slippery conditions. Ride slowly and gently, and apply force to the brakes to accommodate a longer stopping distance.
12. **WARNING:** Ride at an appropriate speed, in accordance with the terrain, your riding capabilities and local government regulations.
13. **WARNING:** Disc brakes can produce significant stopping power and may behave differently than other bicycle brake systems. Please familiarize yourself with the brakes before your first ride.
14. **WARNING:** Always make sure your lights are working properly and not covered or obscured. We recommend using lights in all conditions for maximum visibility.
15. **WARNING:** This bike is made for riding on paved terrain. Do not use it for racing, mountain biking or for any other form of non-urban cycling. Understand your bike and its intended use; choosing the wrong bicycle for your purpose can be hazardous. Using your bike in the wrong way is dangerous.
16. **WARNING:** Inspection, maintenance are important to the safety and longevity of your bicycle. Regularly check the brakes, tires, steering, and wheel rims. Any part of a poorly maintained bike can break or malfunction, leading to an accident resulting in serious injury or death.
17. **WARNING:** The A-weighted emission sound pressure level at the driver's ears is less than 70db(a).
18. **WARNING:** You must comply with your country's legal requirements concerning the operation of ebikes and for riding under certain conditions, including bad weather, nighttime, dusk or dawn. Many countries require specific safety devices. It is your responsibility to familiarize yourself with the laws of the country/state where you ride and to comply with all applicable laws, including properly equipping yourself and your bike as the law requires. In the U.S., regulation of how ebikes are used on public streets is subject to state vehicle codes, and there is significant variation from state to state.
19. **WARNING:** Operating an ebike at excessive speeds can result in serious injury or death. All countries have maximum speed requirements. It is your responsibility to familiarize yourself with the laws of the country where you ride and to comply with all applicable traffic laws. In the U.S., ebikes are prohibited under federal law from traveling faster than 20 mph, when operating on a level paved surface and being powered solely by a motor.
20. **WARNING:** Correct tightening force on fasteners –nuts, bolts, screws– on your bicycle is important. Too little force, and the fastener may not hold securely. Too much force, and the fastener can strip threads, stretch, deform or break. Either way, incorrect tightening force can result in component failure, which can cause you to lose control and fall.
21. **WARNING:** Wheel trueing is a skill which requires special tools and experience. Do not attempt to true a wheel unless you have the knowledge, experience and tools needed to do the job correctly.
22. **WARNING:** The rims of bicycle wheels are subject to wear. Check with your bike dealer about rim wear. Some rims have a wear indicator that becomes visible as the braking surface of the rim wears down. A visible indicator on the side of the wheel rim indicates that the rim has reached the end of its maximum usable lifespan. Riding a bike with a wheel that has exceeded its maximum usable lifespan can result in wheel failure, causing you to lose control and potentially fall.
23. **WARNING:** Loose or damaged handlebar grips, end plugs or extensions should be replaced, as they can expose the ends of the handlebar, which have been known to cause injury, and they can cause you to lose control and fall. Unprotected handlebars or extensions can cut you and cause serious injury in an otherwise minor accident.
24. **WARNING:** Check reflectors and their mounting brackets regularly to make sure that they are clean, straight, unbroken and securely mounted. Have your dealer replace damaged reflectors and straighten or tighten any that are bent or loose.
25. **WARNING:** Changing the components on your bike with other than genuine VanMoof replacement parts may compromise the safety of your bicycle and voids the warranty.
26. **WARNING:** Riding with an improperly secured wheel can allow the wheel to wobble or fall off the bike, which can cause serious injury or death.
27. **WARNING:** Never inflate a tire beyond the maximum pressure marked on the tire's sidewall. Exceeding the recommended maximum pressure may blow the tire off the rim, which could cause damage to the bike and injury to the rider and bystanders.
28. **WARNING:** Many countries/states establish age requirements between 14-16 for the operation of e-bikes. Check your national/state laws for age requirements and other restrictions.
29. **WARNING:** Do not fit a child seat to the VanMoof bikes, unless installed by a certified VanMoof bike specialist. Attaching a child seat to a VanMoof bike by any other than a certified VanMoof bike specialist may result in injury or death.

INSTRUCTIONS PERTAINING TO A RISK OF FIRE OR ELECTRIC SHOCK

30. **WARNING:** When using this product, basic precautions should always be followed, including the following:
    - **A.** Read all the instructions before using the product.
    - **B.** To reduce the risk of injury, close supervision is necessary when the product is used near children.
    - **C.** Do not put fingers or hands into the product.
    - **D.** Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
    - **E.** Your bike will only charge at temperatures between 5°-30°C (41°~86°F).
    - **F.** Do not charge the battery below 5°C or above 40°C (41°F~104°F), this can lead to insufficient charging and can have a negative impact on the battery life cycle. It is always better to charge your bike inside at room temperature between 15°~25C° (59°~77F°).
    - **G.** The battery will not deliver power when its internal temperature falls below -10°C (14°F)
    - **H.** Place the charger on a hard surface and make sure it is never covered. Never place it on carpet or textile surfaces as the charger may get hot when in use (up to 40°~50°C).
    - **I.** The bike is best stored at room temperatures between 0°~32°C (32°~90°F).
    - **J.** The bike riding temperature is between 0°~45°C (32°~113°F).

SAVE THESE INSTRUCTIONS

INSTRUCTIONS FOR THE BATTERY SYSTEM (VTBP-002)

1. **WARNING:** Recommended storage temperature: -10°C to 30°C.
2. **WARNING:** Temperatures above 60°C may cause battery leakage or rupture (unless otherwise specified).
3. **WARNING:** Store in a dry place, away from food.
4. **WARNING:** Keep the battery system dry and clean.
5. **WARNING:** Use the battery system only for its intended purpose.
6. **WARNING:** Only use the charger specifically designed for this battery system.
7. **WARNING:** Charge the battery system fully before first use.
8. **WARNING:** This battery system is not intended for use by individuals with reduced physical, sensory, or mental capabilities, or those lacking experience and knowledge, unless they are supervised or instructed in its use by a person responsible for their safety.
9. **WARNING:** Children should be supervised to ensure that they do not play with the battery system.
10. **WARNING:** The battery pack features a plastic cover on each end with a waterproof gasket, which acts as a broken seal. Do not use this product if the broken seals are broken.
11. **WARNING:** Do not open, puncture, impact, crush, short-circuit, or disassemble the battery system.
12. **WARNING:** Avoid contact with solvents (e.g., thinners, alcohol, oil, anti-corrosives) and surface-damaging chemicals (e.g., detergents).
13. **WARNING:** After prolonged storage, multiple charge-discharge cycles may be needed to restore optimal performance.
14. **WARNING:** Optimal performance is achieved when the battery system is stored and used at room temperature (20°C ± 5°C).
15. **WARNING:** Preferred storage state: 50% of nominal capacity.
16. **WARNING:** This battery system incorporates an earth connection for functional purposes only.
17. **WARNING:** This battery system can only be transported by professionals as dangerous goods in accordance with UN-T 3480.
18. **WARNING:** Seek immediate medical attention if symptoms occur after inhaling or ingesting combustion gases, or after skin or eye contact with battery contents.
19. **WARNING:** Inhalation: Immediately move to fresh air and seek medical assistance.
20. **WARNING:** Skin contact: Immediately remove any solid particles and flush the affected area with plenty of water for at least 15 minutes. Remove contaminated clothing and seek medical attention.
21. **WARNING:** Eye contact: Gently flush the eye with plenty of water for at least 15 minutes. Protect the unaffected eye and seek medical attention
22. **WARNING:** Ingestion: Seek immediate medical attention.
23. **WARNING:** Do not expose the battery system to extreme heat, fire, heating devices, direct sunlight or rapid temperature fluctuations.
24. **WARNING:** Do not use battery packs with damaged seals.
25. **WARNING:** Danger of explosion if the battery pack is replaced with an incorrect type. Use only the specified replacement.
26. **WARNING:** Dispose of used or damaged battery packs according to local ordinances and regulations.
27. **WARNING:** Do not store battery packs loosely in a box or drawer where they may short-circuit each other or be short-circuited by metal objects.
28. **WARNING:** In case of fire:
    A. If safe to do so, carefully remove any other batteries from the immediate vicinity.
    B. Evacuate all personnel from the fire area immediately.
    C. Extinguish the fire with a large volume of cold water (minimum 10 times the battery pack's weight).

CHARGING INFORMATION

Charging Current (Standard): 5.02A (10~55°C), 2.51A (0~10°C)
Charging Voltage: 54.6V (0~45°C), 53.3V (45~55°C)
Charging Cut Current: 250mA (Current charging cutoff)
Ambient (Charge): 0°C 55°C
Maximum Charge Current: 5.12A (10~55°C), 2.61A (0~10°C)
Maximum Charge Voltage: 54.99V (0~45°C), 53.69V (45~55°C)

BUILT-IN BATTERY SYSTEM SETUP

1. The downtube of the frame is designed with a width of 62.5mm, height of 63.5mm and depth of 558mm.
2. There are two fasteners (M3x6 flathead) used at the top section of the battery, side by side to each other, located on the underside of the downtube. They are fastened to the battery system from the outside of the frame.
3. There is one fastener (M3x6 flathead) used at the bottom section of the battery, offset by 7.5mm from the center of the frame, located on the underside of the downtube. It is fastened to the battery system from the outside of the frame.
4. There should be a minimum of 1mm between the outside of the battery pack and the inside of the downtube.
5. The main connector (large, square) must be firmly fastened to the battery pack. The circular connector must be fastened to the opposing circular connector.
6. The downtube cover must be installed firmly within the downtube, sitting flush all around. It is fastened by screws in the following sequence: M5x30 → M5x8 → M3x6 → M3x5.
7. The downtube cover has two circular ventilation openings of 6.5mm, side by side to each other.

SAVE THESE INSTRUCTIONS

EU - DECLARATION OF CONFORMITY

To view the Declaration of Conformity for this product, please visit our website at **help.vanmoof.com**

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