Contact Us

If you encounter any issues related to riding, maintenance, and safety, or if your bicycle experiences errors/malfunctions, please contact us through our after-sales service .

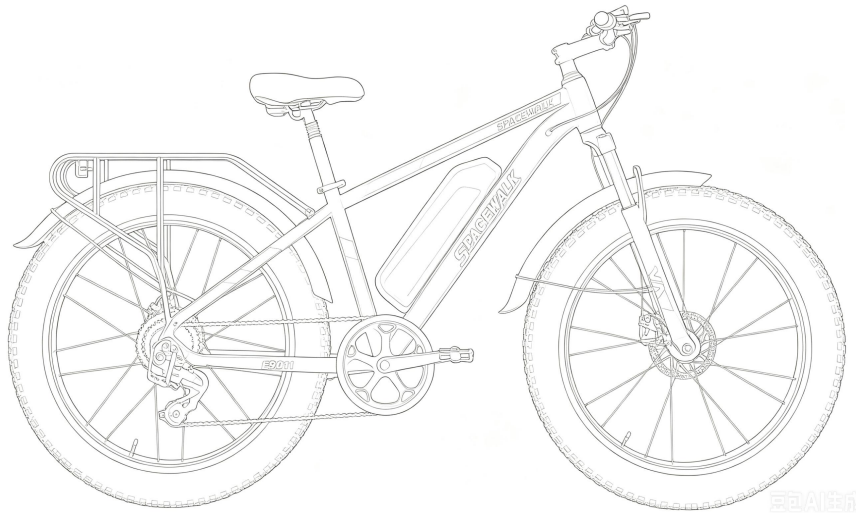
EILLEO
Spacewalk

Manufacturer: Shenzhen Fuyao Sports Equipment Co. Ltd.
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Version: v1.0

EILLEO
Spacewalk

User Manual
EB011 Electric Bicycle



www.eilleobike.com

Customer Service & Support

IMPORTANT:

If you experience any product issues-damage, defects, missing parts, or need service, please contact our Customer Service team:

Email (preferred):service.sports@outlook.com
Phone: +1 (808)809-6610 (We aim to respond within 48 hours.)

For Faster Assistance:

When contacting us, please include:Your **order screenshot** or order number, the **product model, a brief description** of the issue.
If you call and we're unavailable, please l**eave a voicemail** with your **order number, email address**, and **issue details**.

⚠ **Before Returning: Please contact Customer Service before returning your product.**

Online Support:

Scan the **WhatsApp QR** code on the left below to chat with our support team in real-time.

Scan the **QR** code on the right side below to obtain your warranty service, electronic product manual, installation and maintenance video, etc.

WhatsApp contact

AFS_QR_EB011 Scan me !

Support Notice:

If you do not receive a response within **48 hours** after contacting us by **phone or WhatsApp**, there may be a temporary technical issue.
Please reach out again via email, and we'll respond within 24 hours of receiving your message.
We truly appreciate your understanding and support!

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1. Product Safety Notice

! Always wear a helmet when riding your electric bike.
! Keep the two keys properly. If the unique keys are lost, you will not be able to turn on the bike or replace the battery. If necessary, you should get more spare keys (We don't have a backup key).
! Make sure your electric bike has a full battery before taking it out to ride.
! Always be aware of local road laws, and follow them.
! Do not ride the bike under the influence of drugs or alcohol.
! Always respect pedestrians.
! Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.

2. Warning Message

2.1. Avoid water - The motor ebike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
2.2. Avoid prolonged exposure to sun or rain and avoid storage in places with high temperatures or corrosive gas.
2.3. Abuse - We do not cover physical damage due to negligent care and extreme riding.
2.4. Whenever you ride the EILLEO SPACEWALK motor ebike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
2.5. Do not modify the product from manufacturer's original design.
2.6. Do not exceed the posted speed limit and obey all traffic laws
2.7. Avoid touching the charging port directly and do not let it make contact with a metal object.
2.8. Keep hands and all body parts away from moving parts while operating the electric bike.
2.9. Before riding - be sure to check the electric bike over and make sure the motor ebike is operating correctly before each use.
2.10. Before riding - be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
2.11. Before riding - be sure that any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
2.12. Before riding - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
2.13. Never exceed the 264 lbs (120 kg) maximum load rating.
2.14. To conserve electricity, use assist mode, and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people and riding with insufficient air pressure.

Battery and Charging

- Charge at 0℃ ~ 45℃, discharge at -20℃ ~ 60℃, keep the battery dry, do not put the battery in acidic or alkaline liquid, avoid rain, keep away from fire, heat and high temperature environment.
- It is strictly forbidden to connect the positive and negative poles of the battery reversely, and it is strictly forbidden to damage, insert the battery or short-circuit the battery.
- Please use the original special charger when charging, do not exceed 6 hours, and the charging current does not exceed 2A.

3. Package Contents

Electric Bike	1
Charger	1
Spanner	M8-10, M13, M15, M17
Tools	2.5mm, 3mm, 4mm, 5mm, 6mm hexagonal tool
User Manual	1

Carefully check package contents, if anything is missing or damaged, please contact EILLEO SPACEWALK Support .
Unpack the bike. Open the bike box and remove the small box inside. With the help of another person capable of safely lifting a heavy object, remove the bike from the bike box. Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible. Open the small box and carefully set out all contents.

4. Product Overview




Key hole

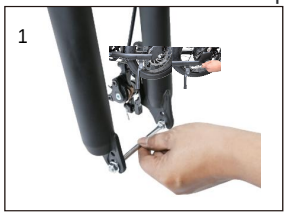

Battery charging port

5. Installation Instruction

When open the bike's carton box, take out the e-bike and use tools to cut off the package strings.

5.1 Install the Front Wheel

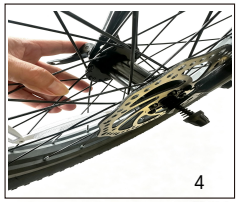
1. Remove the fixing rod of the front fork. (The fixing rod is to prevent the front fork from deforming during transportation, but it is not required for installation.)
2. Ensurethatthefrontwheelis inthesamelineastherear wheelandstartthe installation. To begin, pull the wheel upward and insert the brake pads into the front brake caliper.
3. Removethefrontwheel quick-releaselever,and removetheleft-sidenut and “ onespring. ”







4. In sertthe quick-release skewerin to the front wheel
5.After installing the left spring,secure the nut while adjusting the tension and locking he right-hand wrench.





5.2 Install the Handlebar

1. First, use an M5 Allen wrench to loosen the top cap bolt at the top of the stem. Then use an M4 Allen wrench to loosen the two pinch bolts on the stem. Rotate the inverted stem clockwise to the front of the head tube. Tighten the top cap bolt with the M5 Allen wrench until the fork is secure yet turns smoothly. Finally, tighten the two pinch bolts on the stem with the M4 Allen wrench.
2. Use an M4 Allen wrench to remove the faceplate from the stem. Place the center of the handlebar into the handlebar mounting area of the stem, perpendicular (90°) to the frame. Fit the faceplate over it, then tighten the faceplate mounting bolts with the M4 Allen wrench. (Note: Apply even torque across all four faceplate bolts.)
3. Adjust the handlebar to the correct position, then tighten the stem faceplate with the tool.



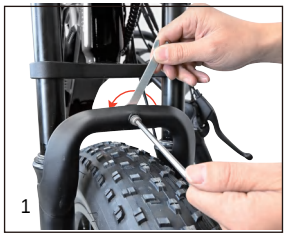






5.3Install the Front Fender

1. Loosen the screw on the front fork with included tool.
2. Squeeze the front fender and head light through the fork by hand.

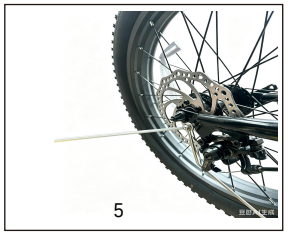




3. Tighten the screws with tools.
4. Loosen the bolts included on both sides of the front fork and secure the fender support to the bolts.
5. Then tighten the 2 bolts.







5.4Install the Pedals

1. Each pedal comes with “L”or“R”sticker to indicates it should be installed in the left or right side.
2. Ensure that the thread of each pedal is fully inserted into the crank arm. Tightening the pedals manually with a wrench by turning the right pedal clockwise and the left pedal counterclockwise.







5.5 Rear Carrier Installation Steps

1. First, cut off the zip ties securing the rear light to the rear seat stay using scissors or other tools, then reposition the rear light appropriately so as not to interfere with the installation of the rear cargo rack.

2、Use M4 and M5 hex keys to remove the pre-installed rear rack mounting bolts from the frame.

3、Align the mounting holes of the rear rack with the mounting nuts on the frame, thread in the mounting bolts, and tighten them securely.

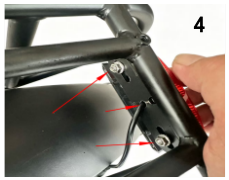
4、Mount the rear light onto the rear rack, route the light cable through the wire routing hole, then use a 10 mm open-end wrench to tighten the mounting bolts securely.

5、After neatly arranging the light cable, place it into the wire routing clip on the rear rack. Secure it tightly with a black zip tie, trim off the excess, and the rear rack assembly is complete.









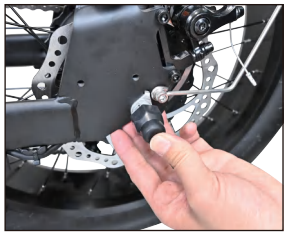


5.6 Attach Waterproof Cover and Nutcap

1. Attach the waterproof cover to the headtube.
2. Install the nut covers onto the rear wheel nuts on both sides of the Ebike.







1 First, use an M5 Allen wrench to loosen the top cap bolt at the top of the stem. Then use an M4 Allen wrench to loosen the two pinch bolts on the stem. Rotate the inverted stem clockwise to the front of the head tube. Tighten the top cap bolt with the M5 Allen wrench until the fork is secure yet turns smoothly. Finally, tighten the two pinch bolts on the stem with the M4 Allen wrench.2.2 Use an M4 Allen wrench to remove the faceplate from the stem. Place the center of the handlebar into the handlebar mounting area of the stem, perpendicular (90°) to the frame. Fit the faceplate over it, then tighten the faceplate mounting bolts with the M4 Allen wrench. (Note: Apply even torque across all four faceplate bolts.)
2.3 Adjust the handlebar to the correct position, then tighten the stem faceplate with the tool.

6. Battery Charging Guide

1. Turn the key switch to remove the battery, or when charging in the car, first open the rubber cover on the battery charging interface.
2. Place the charger on a flat and safe platform, and then insert t he DC output plug (circular interface) of the charger into the side charging interface of the battery.
3. Connect the charger input plug to a 100-240V power outlet. Ch arging starts, and the charger LED indicator light turns red. When the LED indicator light of the charger turns green, it indicates that the battery is fully charged. To stop charging, first u nplug the input plug from the 100-240V power outlet, then unplug the DC output plug (circular interface) of the charger, and close the rubber cover on the charging interface.





Be careful:

Before charging, please make sure the charger light is facing upwards; it usually takes 6-7 hours to f ully charge; charge the battery in a clean and safe place and do not overcharge.



Red light indicates the battery is charging



Green light indicates the battery is fully charged

During the battery charging process, due to the protection of relevant circuits, the battery cannot provide energy output. To check the battery level or operate other electronic functions of the product, pl ease cancel the charging first.
1. Press the red power switch " **I** " to turn on the power, and then press the battery level display switch " ⏻" to check the battery level.
2. Press the red power switch " **I** " to turn on the power, and press and hold the "M" key for 3 seconds t o connect the vehicle circuit.



OFF: Power off
ON :Turn on the power



Red light: no power
Green light: sufficient power

7. LCD Display Control



1. Battery level display 

2. Multi-function display area 

Total mileage ODO, single mileage TRIPA, single mileage TRIPB, current voltage VOL, running current CUR, remaining mileage RM, single riding time TM.

3. Vehicle power gear adjustment 

4. Vehicle Mode 

Walk Cruise: Cruise mode, Auto: Automatic mode.

5. Speed display area 

6. Vehicle status display area 

Settings

Menu password: 2222

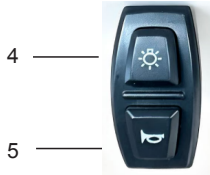
Unlocking method: Press the up and down keys simultaneously to enter the menu. Use the "up" and "down" keys to set the password "2222", then click the "M" key to enter.

Inside the menu, only "P01, P02, P08, P16" can be set, while other parameters can be seen but cannot be set.

SET 3: Unit Metric (KM/H) or Imperial (MPH), default: KM/H.
SET 4: Screen Brightness Adjustable range: 1 – 3, default: Level 3.
SET 5: Auto Sleep Time Selectable range: 1 – 60 minutes, default: 10 minutes.
SET 6: Single Trip Auto Clear
Set to "y" — single trip distance resets to 0 at power-on.
Set to "n" — single trip distance does not reset at power-on.
SET 7: Battery Voltage Selectable range: 24V / 36V / 48V, default: 36V.
SET 8: ODO reset setting, press and hold the up key for 5 seconds to reset the ODO.
SET 9: is Factory Reset. Y to restore, N to cancel.

Operation	Direction
Turn on the bike	Press and hold the“ **M**”button for 3 seconds until power engages(turn the battery on first).
Turn off the bike	Press and hold the“ **M**”for 3 seconds (2)
Increase the speed gear	Press the “ ^ ” button (1)
Lower the speed gear	Press the “ v ” button (2)
Toggle odometer, trip, voltage	Short press “ **M** ”button (3)
Turn on headlight	Press once (4)
Activate horn	Press once (5)





Power-On Method:

1. Turn on the battery power switch, then press and hold the meter button for 3 seconds to power on the display.
2. Once the display powers on, the password field will flash. Enter the 4-digit power-on password to start the system, or place the NFC card against the flashing NFC icon on the display to complete the power-on procedure.



1



2

8. Condition Code

Status code(Decimal system)	Condition meaning
E21	Controller malfunction
E22	Rotating handle malfunction
E23	Motor phase loss
E24	Motor Hall fault
E25	Undervoltage protection
E26	Brake malfunction
E30	Communication failure

9. Daily Care and Maintenance

9.1.Cleaning and Storage

If you see stains on the bike body, wipe them off with a damp cloth. If the stains won't scrub off, put on some toothpaste, and brush them with a tooth brush, then wipe them off with a damp cloth.

Notes: do not clean the bike with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire damage. Do not wash the bike with a high-pressure water spray. During cleaning, make sure that the bike turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or other major problems. When the bike not in use, keep it indoors where it is dry and cool. Do not put it outdoors for along time. Excessive sunlight, overheating and over cooling accelerate the battery pack's life span.

9.2. Battery Maintenance

9.2.1. Use original battery packs, use of other models or brands may bring about safety issues;

9.2.2. Do not touch the contacts. Do not dismantle or puncture the casing. Keep the contacts away from metal objects to prevent short circuit which may result in battery damage or even injuries and deaths;

9.2.3. Use original power adapter to avoid potential damage or fire;

9.2.4. Mishandling of used batteries may do tremendous harm to the environment. To protect natural environment, please follow local regulations to properly dispose used batteries.

9.2.5. After every use, fully charge the battery to prolong its life span.

10. Storage and Disposal

10.1. Please try to store the bike in a cool and dry place between 50 °F – 77 °F (10 °C – 25 °C). In extremely humid environments the interior of the bike may suffer condensation or even water accumulation, which may damage the battery rapidly. Devices are not intended for use at elevations greater than 2000m above sea level prolonged exposure to UV rays, rain and the elements may damage the enclosure materials, store indoors when no tin use.

10.2. In daily use, try to avoid recharging the bike after completely exhausting the battery. If the battery is low, charge it as soon as possible.

10.3. Please charge the bike every other month to preserve the battery.

11. Recommended Service Intervals

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

Inspect	Service	Replace
1. Check drivetrain for proper alignment and function (including the chain, freewheel, chainring, and derailleur). 2. Check wheel trueness and for quiet wheel operation (without spoke noise). 3. Check condition of frame for any damage	1. Clean frame by wiping frame down with damp cloth. 2. Use barrel adjuster(s) to tension derailleur/brake cables if needed.	1. Replace any components confirmed by Product Support or a certified, reputable bike mechanic to be d amaged beyond repair or broken.
1. Check brake pad alignment, brake cable tension. 2. Check bike is shifting properly, proper derailleur cable tension. 3. Check chain stretch. 4. Check brake and shifter cables for corrosion or fraying. 5. Check spoke tension. 6. Check accessory mounting (rack mounting bolts,fender hardware, and alignment).	1. Clean and lubricate drivetrain. 2. Check crankset and pedal torque. 3. Clean brake and shift cables. 4. True and tension wheels if any loose spokes are discovered. 5. Balance the battery.	1. Replace brake and shift cables if necessary. 2. Replace brake pads if necessary.
1. Inspect drivetrain (chain, chainring, freewheel, and derailleur). 2. Inspect all cables and housings.	1. Standard tune-up by certified, reputable bike mechanic is recommended. 2. Grease bottom bracket.	1. Replace brake pads. 2. Replace tires if necessary. 3. Replace cables and housings if necessary

12. Pre-Ride Safety Checklist

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

Safety Check	
Brakes	Ensure front and rear brakes work properly. Check brake pads for wear and ensure they are not overworn. Ensure brake pads are correctly positioned in relation to the rims. Ensure brake cables are lubricated, correctly adjusted, and display no obvious wear. Ensure brake levers are lubricated and tightly secured to the handlebar. Test that the brake levers are firm and that the brake, motor cut o functions. and the brake light are functioning properly.
Wheels and Tires	Ensure tires are inflated within the recommended limits posted on the tire sidewalls and hold air. Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage. Ensure rims run true and have no obvious wobbles, dents, or kinks. Ensure all wheel spokes are tight and not broken. Check axle nuts and front wheel quick release to ensure they are tight. Ensure the locking lever on the quick release skewer is correctly tensioned, fully closed, and secured.

Safety Check	
Steering	Ensure the handlebar and stem are correctly adjusted, tightened and allow proper steering. Perform a handlebar twist test (see assembly step 3) to ensure the stem clamp bolt security. Ensure the handlebar is set correctly in relation to the fork and the direction of travel.
Chain	Ensure the chain is clean, oiled, and runs smoothly. Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.
Bearings	Ensure all bearings are lubricated, run freely, and display no excess movement, g rinding, or rattling.
Cranks and Pedals	Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.E nsure pedals are securely tightened to the cranks. Ensure the cranks are securely tightened and are not bent.
Derailleur and Mechanical Cables	Check that the derailleur is adjutsted and functioning properly. Ensure shifter and brake levers are attached to the handlebar securely.E nsure all shifter and brake cables are properly lubricated.
Frame, Fork, and Seat	Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they secured and undamaged. Check that the seat is adjusted properly, and seatpost quick release lever is securely ti ghtened.
Motor Drive Assembly and Throttle	Ensure hub motor is spinning smoothly and motor bearings are in good working order.E nsure all power cables running to hub motor are secured and undamaged. Make sure the hub motor axle bolts are secured and the torque arm, torque arm bolt, a nd torque washers are in place.
Battery	Ensure battery is charged before use. Ensure there is no damage to battery. Lock battery to frame and ensure that it is secured. Charge and store bike and battery in a dry location, between 10 °C – 25 °C (50 °F – 77 °F).L et bike dry completely before using again.
Electrical Cables	Look over connectors to make sure they are fully seated and free from debris or moisture.C heck cables and cable housing for obvious signs of damage. Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.
Accessories	Ensure all reflectors are properly fitted and not obscured. Ensure all other fittings on bike are properly secured and functioning. Inspect helmet and other safety gear for signs of damage. Ensure rider is wearing a helmet and other required riding safety gear. Ensure mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc.E nsure the taillight and taillight power wire are properly secured if fitted with rear rack. Ensure the fender mounting hardware is properly secured if fitted with fenders. Ensure there are no cracks or holes in fenders. If installed, ensure the optional rear wheel lock is secured in the unlocked position and the key is removed before every ride.

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

13. Tire Information

EILLEO SPACEWALK EB011 uses 26"×4" rubber tires with inner tubes. The tires are designed for durability and safety for regular cycling activities and to be checked before each use for proper inflation and condition. Proper inflation, care, and timely replacement will help to ensure that your bike's operational characteristics will be maintained, and unsafe conditions avoided.

EILLEO SPACEWALK motor ebikes recommends 18-22 PSI for the stock tires on EILLEO SPACEWALK M6. Always stay within the manufacturer's recommended air pressure range as listed on the tire sidewall.

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

Inflate your tires from a regulated air source with an available pressure gauge. Inflating your tires from an unregulated air source could overinflated them, resulting in a burst tire.
Even tires equipped with built-in flat-preventative tire liners, like those that come with bikes by EILLEO SPACEWALK Bikes, can and do get flats from punctures, pinches, impact, and other causes. When tire wear becomes evident or a flat tire is discovered, you must replace the tires and/or tubes before operating the bike or injury to operators and/or damage to your bike could occur.

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

Using aftermarket tires or inner tubes, not provided by EILLEO SPACEWALK motor ebikes may void your warranty, create an unsafe riding condition, or damage to your bike by EILLEO SPACEWALK motor ebikes. If required by law, ensure replacement aftermarket tires have sufficient reflective sidewall striping.
For more information on tire or tube replacement procedures, or questions about tire inflation, contact EILLEO SPACEWALK motor ebikes Product Support.

14. Derailleur

On the right side of handlebar, next to the brake lever, you can see two levers with 6-1 gears Those are derailleur levers. By pressing those levers, you can make the chain move to different gears to change your riding experience.

15. Troubleshooting

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

16. Additional Information on Wear

Components of EILLEO SPACEWALK are subject to higher wear when compared to bikes without power assistance. This is because EILLEO SPACEWALK can travel at higher average speeds than regular bicycles and has a greater weight. Higher wear is not a defect in the product and is not subject to warranty. Typical components affected are the tires, brake pads and rotors, suspension forks, spokes, w heels, and the battery.
When the useful life of a component is surpassed it can cause unexpected loss of function. This can result in serious injuries or even death. Therefore, pay attention to wear characteristics such as cracks, scratches, or changes in the color or operation of components which could indicate useful life has been ex ceeded. Worn components should be replaced immediately. If you are unfamiliar with regular maintenance, a certified, reputable bike mechanic should be consulted.

17. Specifications

Model Name	EILLEO SPACEWALK EB011
Max. Load Capacity	264lbs. / 120 kg (including Max. Load for Rack)
Battery	48V 15Ah
Battery Adaptation	DC54.6V 2A
Wheel Size	26"×4" Front / Rear
Display	LCD Display
Tire Pressure	Inflation to 18-22 PSI
Brake Type	Mechanical Disc Brakes
Charging Time	6-7 Hours
Water Resistance	IPX4
N.W	74.8 Lbs / 34KG

18. Limited Warranty

Your motor ebike's warranty and other binding legal terms (e.g., terms of purchase, etc.) are subject to change at any time. To view the current warranty, please go to: https://www.eilleobike.com/Warranty Info.

All EILLEO SPACEWALK motor ebikes are covered under a one-year frame warranty and a six-month parts warranty. Only the original owner of bikes purchased from EILLEO SPACEWALK's online store is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the bike and shall end immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the bike to another person. Under no circumstances shall the Limited Warranty apply to any subsequent owner or other transfers of the bike. You must have the initial owner's name and the initial order number to start a warranty claim. The Covered Components are warranted to be free of defects in materials and workmanship during the Warranty Period.

18.1. WARRANTY WILL COVER

EILLEO SPACEWALK will replace any component that is deemed to be defective or damaged, including damage incurred during shipment without user error. The warranty covers the listed products and follows the terms below.

18.2. LIMITED PRODUCT WARRANTY

EILLEO SPACEWALK warrants to the original purchaser that your EILLEO SPACEWALK product shall be free from defects non-material and workmanship under normal use for a period aforementioned. EILLEO SPACEWALK does not warrant the operation of the product will be uninterrupted or error-free.

18.2.1. Only the original owner of an ebike purchased from EILLEO SPACEWALK online or physical storefront is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the ebike and shall end immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the ebike to another person, and under no circumstances shall the Limited Warranty apply to a ny subsequent owner or other transferee of the ebike.

18.2.2. The Limited Warranty is expressly limited to the replacement of a defective lithium ion battery (the“Battery”), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, c rank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a “Covered Component”).

18.2.3. The Covered Components are warranted to be free of defects in materials and/or workmanship d uring the Warranty Period.Limited Warranty Does Not Cover:

18.2.3.1. Normal wear and tear of any Covered Component.

18.2.3.2. Consumables or normal wear and tear parts (including without limitation tires, tubes, brake p ads, cables and housing, grips, chain and spokes).

18.2.3. Any damage or defects to Covered Components resulting from failure to follow instructions in the e bike owner’s manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compati- ble with the ebike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.

18.2.4. For the avoidance of doubt, EILLEO SPACEWALK will not be liable and/or responsible for any d amage, failure or loss caused by any unauthorized service or use of unauthorized parts.

18.2.5. The Battery is not warranted from damage resulting from power surges, use of an improper c harger, improper maintenance or other such misuse, normal wear or water damage.

DETERMINING WHETHER DAMAGE OR DEFECT TO AN EBIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF EILLEO SPACEWALK.