

Manual

1. Complete the service card attached below.

Note: Only second page of this document is required.

Fill in as much data as possible.

2. Use a safe package for the motor/wheel/E-Bike. If possible use the original package.
Put the service card and a copy of your **purchase receipt** into the package.
3. Send the motor/wheel/E-Bike back to our service department.

Contact

ANSMANN AG
FAO E-Bike Customer Service
Industriestraße 10
D - 97959 Assamstadt

Deutschland / Germany





Telefon: +49 (0) 6294 4204 5956
Fax: +49 (0) 6294 4204 4700
E-Mail: e-bikeservice@ansmann.de

Packaging

Note: According to the German parcel services, a package must survive a drop from a height of 80cm without damage.

Wheel/E-Bike:

- Use a safe package for the wheel/E-Bike. If possible use the original package.

Step 1 (important!)	Step 2	Step 3	Step 4
Use Styrofoam on both sites of the wheel	Insert bottom box	Insert wheel into the bottom box	Insert the top box
			

Motor controller:

- In case of functional problems, please also send back the motor controller / control unit and the display.

Costs

**ATTACH A COPY OF PURCHASE RECEIPT! WITHOUT PURCHASE RECEIPT THERE IS NO POSSIBILITY OF HANDLING.
To guarantee a correlation the motor-number has to be on the purchase receipt.**

- If ANSMANN AG **doesn't** detect any fault at the motor/wheel/E-Bike or is it out of warranty, an amount of 45,00€ net will be charged for inspection. (all-inclusive price)
- If there is **no** case of warranty we offer to complete service actions.
Service actions will be continued up to an amount of **80€** net without consultation.
This service will be charged on time and material basis. The above-mentioned all-inclusive price is included in this costs.
- Included is: Motor and system check, functional test, as well as all labour costs.
- **There is no pick-up service from abroad.**
- We **won't** accept packages without the proper postage.

Note: In order to avoid damage to the motor, the axle and motor cable must be well secured during packaging!

Note

ATTENTION!

In the event of a defect on the motor cable, a clear fault analysis may no longer be possible.
Therefore the replacement of the motor will be charged.

SERVICE CARD - Motor / E-Bike



Contact details

Delivery address:

ANSMANN AG
FAO E-Bike Customer Service
Industriestraße 10
D - 97959 Assamstadt
Deutschland / Germany

Telefon: +49 (0) 6294 4204 5956
Fax: +49 (0) 6294 4204 4700
E-Mail: e-bikeservice@ansmann.de

Incoming goods department: No.:

Sender:

Company: _____

Contact person: _____

Street / House no.: _____

ZIP / city: _____

Phone: _____

E-Mail: _____

You customer: _____

Your document no.: _____

Opening hours: _____

Return address (if different):

Company: _____

Contact person: _____

Street / House no.: _____

ZIP / city: _____

Motor

Part-No.:

Motor no.:

Inch size:

Complete E-Bike:

Motor controller / control unit / display (optional):

Error / Defect

Mark main fault with a cross

Detected
Repaired

Mark main fault with a cross

Detected
Repaired

- No function
- wrong function
- noise

- no assistance
- bearing defective
- free-wheeling defective

Description of fault / Notes:

Costs

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Date, Signature, Stamp