



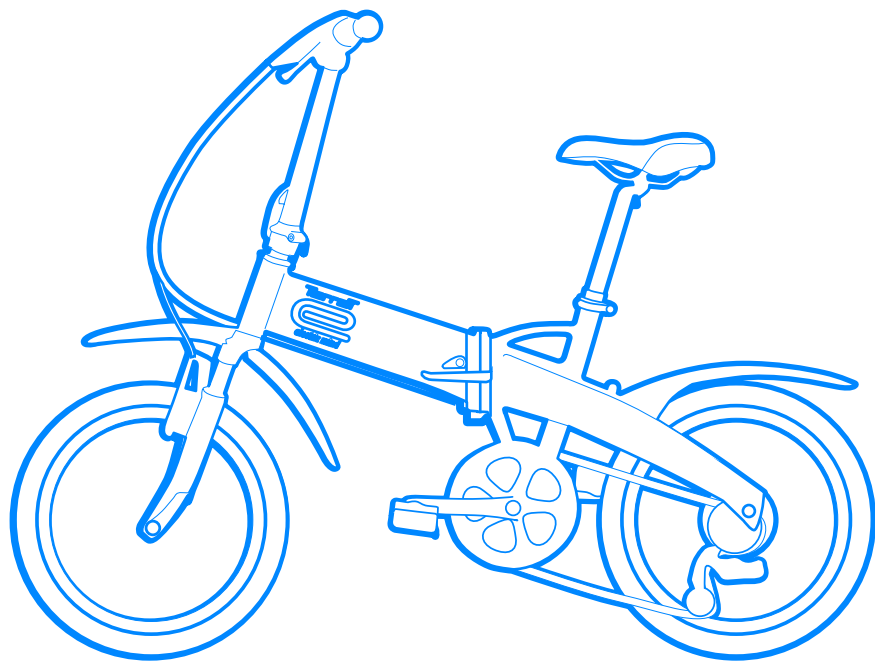
User Manual
Maintenance+Warranty
June 2017

CITY
SURFER



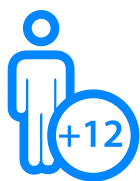
Welcome to Torrot Electric

Thank you for becoming the owner of our Citysurfer electric bicycle!



In this manual you will find information about how to use and how to do the maintenance in your Citysurfer. You will also find information about the Torrot Electric's two years warranty that your new e-bike has.

CITY
SURFER



FROM 12
YEARS OLD



USER
MANUAL
ONLINE



TWO YEARS
TORROT
ELECTRIC
WARRANTY



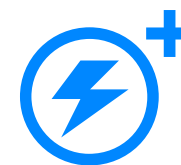
HYBRID: A
POWERFUL
ELECTRIC
MOTOR AND
YOU



MANTAIN YOUR
HEALTHY BODY



SUSTAINABLE
AND EFFICIENT
URBAN
MOBILITY



MAXIMUM
ALLOWED
POWER:
250W

User Manual

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INTRODUCTION

The benefits of being the owner of a Citysurfer electric bicycle are countless. From maintain your health to save the enviroment, have fun, efficient mobility, leave the traffic jams behind...

To experience them with the highest intensisty and safety, we recommend you to read this manual, this way you will know how and when to recharge the battery, the basic maintenance of your bike, to check the brakes, how to use its electric motor... with simple and practical advices.

From Torrot Electric, we insisently advise you to use always a helmet with your Citysurfer and to obey and respect the traffic regulations to have a satisfying, funny and 100% safe experience with your e-bike.

If you still have any doubt after consulting this manual, go to your Torrot's point of sale or send us an email to info@torrot.com.

*No contractual images. Due to our constant improvement policy, Torrot Electric Europa reserves its right to introduce changes without notice in products or technical specifications. The images of the products showed here can differ noticeably from the products delivered.





THE CITYSURFER

ELECTRIC

The Citysurfer is what we colloquially call a pedelec. An electrically assisted pedal bicycle, following the Standard UNE-EN 15194: 2009 and the European Normatives that regulates these kind of vehicles, designed for a sustainable mobility.

PEDAL ASSIST

BRAKES

It has two brakes, which can be operated with the handlebar levers, as in any bike or motorbike. A little digital control panel in the handlebar allows us to switch the e-bike on and off and to select one of the three different power assistance modes. The electric motor will only work while pedalling, assisting you more or less due to a sensor and the operating mode. The feeling of assistance in slopes and plains is very pleasant, stopping from working when braking or not pedalling, getting a natural 'feeling'. Take into account that the pressure of the tyres, weight of the cyclist or the load carried will affect the power and the battery range. We will explain below how to improve the performance of your Citysurfer ;-)

CONTROL PANEL

5 LEVELS

ELECTRIC AUTOMATIC

UNISEX

REGULABLE

As far as size is concerned, the Citysurfer is suitable for any gender and age and easily regulable in handlebar and seat's height, to adapt it to different heights, offering a made to measure comfort to each person.

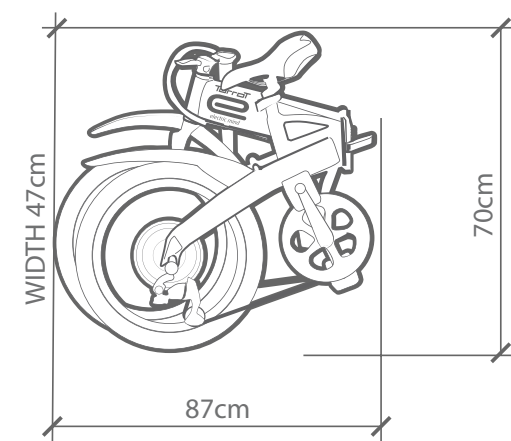
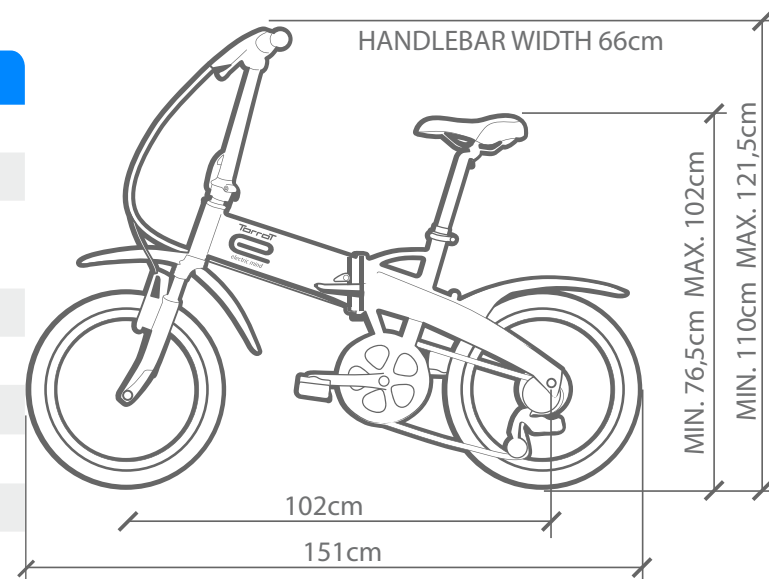
FOLDABLE

Furthermore, the Citysurfer is easily foldable, so it can be stored anywhere.

SPECIFICATIONS

SPECIFICATIONS

FRAME	ALUMINIUM ALLOY 6061
FORK	HIDRAULIC RST ADJUSTABLE PRECHARGE
GEAR SHIFTER	SHIMANO TX55 7 SPEED, PEDALIER SINGLE PAN
BRAKES	FRONT DISC + REAR DISC TEKTRO NOVELA
MOTOR	BRUSHLESS 36V, 250W
BATTERY	LI-ION (LITHIUM) SAMSUNG CELLS 36V/10,4Ah (374,4Wh)
CHARGER	42V 2A CHARGER (5 HOURS)
SADDLE	COMFORT VELO PLUSH SADDLE
RIMS	BLACK ALUMINUM 20" FRONT/REAR
TYRES	MIXTO KENDA 1.95/20" FRONT/REAR "PUNCTURE-PROOF" WITH REFLECTIVE SIDEBANDS
DISPLAY	TORROT LCD DISPLAY 5 ASSISTANCE LEVELS WITH SPEEDOMETER AND ODOMETER. HILL CLIMB ASSISTANCE
LIGHTS	INTEGRATED FRONT LIGHT CONTROLLED FROM THE LCD. REAR LED LIGHT+LASER
ASSISTANCE MAX. SPEED	25KM/H
WEIGHT	21KG
MAXIMUM WEIGHT SUPPORTED	100KG



COMPONENTS



- a** HANDLEBAR
- b** STEM
- c** SADDLE
- d** SEATPOST
- e** HANDLE
- f** CHASSIS, FRAME
- g** MUDGUARD
- h** PEDALLING SENSOR
- i** PEDAL
- j** DERAILLEUR
- k** MOTOR
- l** CASSETTE
- m** FRONT BRAKE
- n** REAR BRAKE
- o** RIMS
- p** FRONT SUSPENSION
- q** TYRES
- r** FRONT LIGHT
- s** REAR LIGHT+LASER
- x** REGULABLE PARTS
- y** CONTROL PANEL
- z** FOLDING POINTS
- - -** REMOVABLE BATTERY (INT)
- ⦿** CHARGING PLUG
- SERIAL NUMBER

User Manual

BEFORE USING IT

Verify that the box where the Citysurfer is delivered contains the following elements:

- ✓ Citysurfer bicycle folded.
- ✓ Pedals installed in the bicycle.
- ✓ Bicycle saddle with quick release system (both of them loose).
- ✓ Charger with its power cord.
- ✓ Lock keys for the battery (2 units).
- ✓ A battery placed inside the frame.

Due to the fact that we assemble the bike in our Mataro's factory, we test the proper operation one by one. However, we want to ask you to check again some components and fit them to your necessities and tastes.

TYRES PRESSURE

A pressure between **3,8 y 4,5 BAR** (kg/cm²) is recommended. The correct pressure will increase the range. The pressure of an electric bicycle is always higher than in a normal bicycle.

BRAKES

Check that the front and rear brakes work, actuating on the left and right levers of the handlebar while moving slightly your e-bike. If the brake lever has too much travel, you can adjust **a** the tension of the brake cable by applying torque and counter-torque to the nuts situated in the levers.

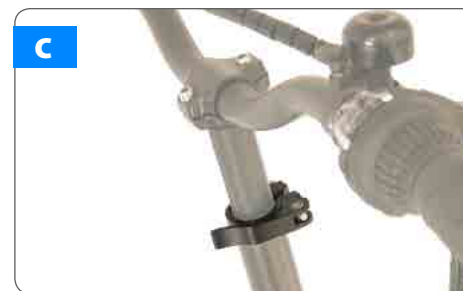
ADJUST THE HEIGHT OF THE SADDLE **b** AND HANDLEBAR **c**

Adjust the Citysurfer to your height to achieve a comfortable handling and riding by regulating the height of the saddle and the handlebar with the quick release systems marked in the images.

Recommendation: The height of the saddle should be lined up with your hip.

HOW TO ADJUST THE FORK **d**

You can adjust the preload of the fork to adapt it to your weight and preferences. To increase the preload, turn clockwise the wheel situated in the right bar of the fork. To reduce it, the wheel must be turned anticlockwise.



HOW TO FOLD IT



Not following the instructions correctly could result in injury.



Folding the Citysurfer is very easy. The system to fold the bike is located on the central part of the frame, on the right side of it. Firstly, turn upwards the security black piece to unlock the folding lever. After that, pull outwards the silver lever. In this moment the frame is free to be folded in half*.



Push the secure close button located in the base of the steering shaft to fold the handlebar. Then pull downwards the lever and the handlebar will be released. Move the handlebar in the direction of the hinge to place it beside the wheel. The cables are designed to change their position without any problem.



You can also lower the saddle to its end and fold the pedals to take less space. The pedals can be folded by pushing them to the chassis with the palms of both hands and helping yourself placing your fingers just behind the pedal's crank and rotating them to the folded position. Be very careful not to smash your fingers while folding the pedals.

*Attention! The first times we fold and unfold the Citysurfer we might notice a slight resistance. In a short period of time it will 'go as smooth as silk' ;-).

GEAR SHIFTER

The Citysurfer Series C has a 7 speed shifter controlled by a Shimano Revoshift located on the right side of the handlebar.

To change gears on your e-bike, keep a constant pedal cadence and try the different speeds by turning the grip shift until you find the one you feel more comfortable. The grip shift has a little window that show you the speeds, numbered from 1 to 7. The first speed (1) corresponds to the shortest gear and is recommended for slopes and the last one (7) is the longest gear, which is more adapted for higher speeds.



Higher speed
Higher pedalling resistance
Adapted to plain roads
Smaller sprocket



Lower speed
Lower pedalling resistance
Adapted to slopes
Higher sprocket

- To put the bike into a lower gear to achieve an easier pedalling, turn the grip shift towards the minus sign (-). This will gear down your electric bicycle but will also make you pedalling faster to achieve the same speed.

- To get a higher speed (in a plain road or in a downhill) turn the grip shift towards the plus sign (+) to choose a higher gear. This action will increase the pedalling resistance of your Citysurfer, allowing you to pedal more slowly to reach to a certain speed.

Always pedal forward while keeping a constant pedal cadence when changing gears. The gears work independently of the motor. To maximize the battery range and to have a pleasant aerobic exercise, use the gears to help the motor.



CONTROL PANEL

a. Turning on/off the electric system

You can connect the electric pedal assist system by pressing the **On/Off** button in the Control Panel placed on the handlebar during 2 seconds without having any of the brake levers pulled. To turn the bike off just press it again during 2 seconds.

From that moment on, the control unit activates all the elements of the system and the motor will assist you when you start to pedal. The operation of the pedal-assist depends on the pedalling rate (cadence). The faster you pedal, the more assistance you will have, according to the legal limit of 25 km/h. From that point on the motor will be disconnected.

b. Hill Climb Assistance

Pressing the “-” button you get assistance without pedalling. The max speed with this assistance is 6km/h. Use when starting to pedal in a slope.

c. Pedal-assist levels

The system has **5 power levels** of pedal assistance. To set a low or a high assistance, you will have to push the **+** button or the **-** button to select the level of assistance that you desire.

Selecting a LOW assistance level, the energy supplied by the battery is the minimum, allowing a higher range. In the HIGH assistance level, the pedal assistance is maximum and consequently the range will be slightly reduced.

Recommendation: Start to pedal in a short gearing (big sprockets) and in the low assistance level. As a result of this you will have higher control and safety, less energy consumption and therefore more range.



For safety reasons, the pedal assistance is disconnected when the brakes are operated.

The Citysurfer can be used as a conventional bicycle if it is necessary, that is, without pedal assistance. The bike is equipped with a brushless DC electric motor with little friction. Therefore, the pedalling without the motor assistance does not imply additional resistance.

CONTROL PANEL

d. Charge level indicator

In the left side of the display, the level of the battery is displayed. While using the bike, the battery starts to discharge so the leds in the display start to turn off until the battery is empty. While climbing a steep slope, the level of battery left can be much lower than it should, but when the slope is over, the battery will return to its normal level

e. Lights

In order to turn the front light on, press the + button during 2 seconds.

f. Programming

A. button Press once to toggle (switch) between TRIP mode (current distance traveled) and ODO (total distance).

A + E button. Press for 2 seconds to toggle between AVG (Medium speed) mode and MAX mode (maximum speed)

Button A + B. Press for 2 seconds to set the TRIP, AVG and MAX modes to zero.

User Manual

BATTERY



- The Citysurfer has a Lithium-Ion battery **a**. This kind of battery does not have 'memory effect' so it can be recharged at any time even if it is not fully discharged.

- The complete capacity of the battery will be achieved after several charge and discharge cycles. So you will get more range after several uses.

- The Citysurfer is delivered with the battery at half capacity. It is very important to charge it totally before the first time use.

* Attention! Do not leave the battery dormant for long periods of time, it can be damaged.

- Always make a fully charge of the battery.

- For the correct maintenance of the bicycle, it is recommended maintain the charger connected to the battery if you are thinking in not using it during more than a month

-The charger **b** is a component that can heat up noticeably during its use. Therefore it must be always used in places with good air circulation. Never cover it up.

-Use only the charger provided with your Citysurfer to charge the battery.

-The charge of the battery must be done in temperature conditions between 5 and 40°C. Below 5°C, the charging time will increase and above 40°C, the battery can be damaged.



BATTERY PRECAUTIONS

1. GENERAL

- a. The battery is composed of lithium-ion cells with high density energy. In any case it should be manipulated. The disobedience to this indication involves electric and chemical risk and can result in serious damage or injury.
- b. Inspection, reparation or replacement of the battery or any of its elements by non-authorized manufacturers is prohibited.
- c. Manipulation or reparation of any electric element external from the battery by non-authorized manufacturers is prohibited.

2. BATTERY DAMAGE

All abusive treatment to the vehicle can affect the battery's lifespan. To keep it in good condition and extend its lifespan, follow these instructions:

- a. Avoid using the vehicle in conditions of extreme heat or cold beyond the limits set by the manufacturer.
- b. Avoid charging the battery in extreme conditions of heat or cold beyond the limits set by the manufacturer.
- c. During dormant periods, the vehicle must be stored in a dry place, away from sources of cold and / or heat and direct sunlight.
- d. Avoid unnecessary hits and vibrations to the vehicle. Periodically check the insulation placed between the chassis and the battery of the vehicle is in good condition. Otherwise, replace it.
- e. The self-discharge is a natural characteristic of the battery and must be controlled. For long periods of inactivity, you should periodically connect the charger and perform full battery charges.

f. Avoid partial charges from the battery. For proper daily use, the battery should always be fully charged.

g. As a general rule, it is advisable to keep the battery connected to the charger for a certain time after the completion of a charge.

h. Never use any charger that has not been directly supplied by the manufacturer or an authorized dealer.

i. Avoid forcing the vehicle abnormally during use.

j. Your battery has internal protection against electrical hazards that can act automatically. In case of a faulty operation or no operation of the battery, contact the manufacturer for repair.

k. Keep your battery clean and in good condition, carefully remove dust, dirt and other external elements that can be introduced into the battery compartment during use.

l. If you detect deterioration in the electrical system, disconnect the vehicle and contact an authorized Torrot dealer for repair service.

m. Avoid direct contact of the electrical system of your vehicle with water, mud or similar environments. If water is accidentally introduced into any electrical element of the vehicle, unplug it and wait for it to dry naturally before using it again.

RECHARGE

The rider can choose between charging the battery outside the frame or charging it with the battery installed inside the bicycle's frame. In this case, the recharge process must be carried out with the pedal assist turned off.



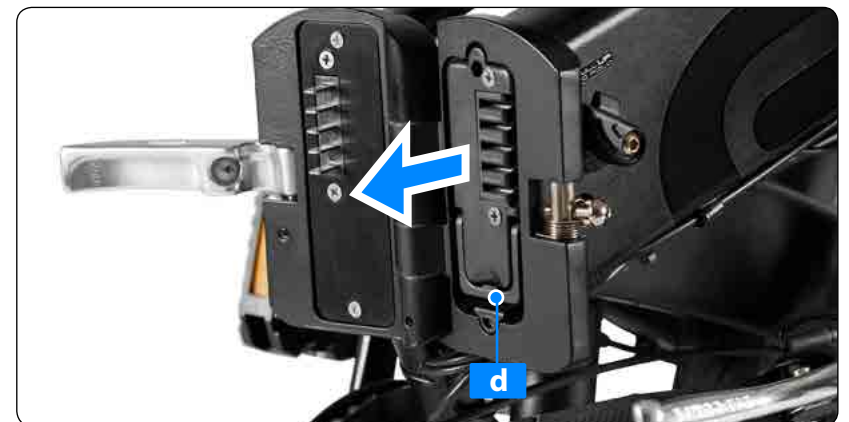
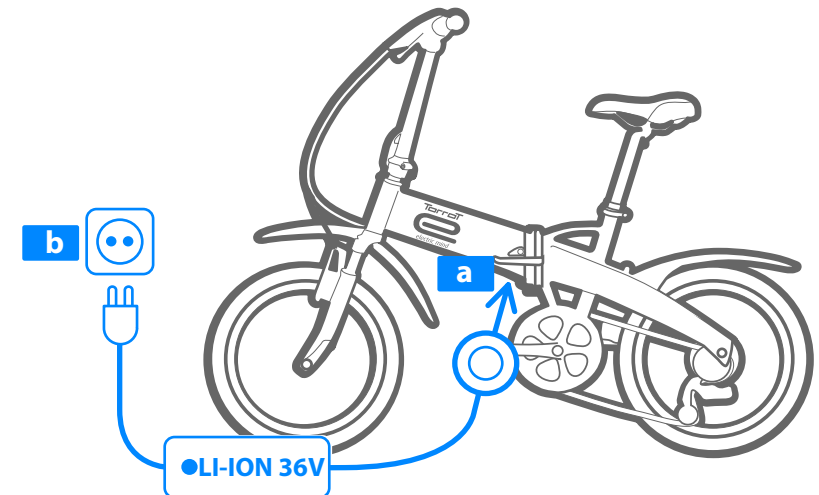
Recharge with the battery installed

- First connect the charger to the battery. The battery connexion is placed in the central part of the frame, in the inferior side **a**.
- Then plug the charger to the socket (220-230V) **b**. After that, the led on the charger will turn red to indicate that the battery is charging.
- The led will turn green when the battery will have finished the charge cycle. In this moment your Citysurfer will be ready to use it.
- After the recharge, disconnect firstly the plug from the outlet and, only after that, the plug from the charger to the battery.



Battery removal and recharge

- To remove the battery, it is necessary to fold firstly the chassis, as was indicated in page 11, until you can see the battery.
- Introduce the key in the safety lock of the battery placed in the inferior part of the chassis **c** and unlock it. Watch out for the battery, it can fall on the floor.
- Remove the battery using the folding handle **d**. Once you have the battery outside the frame of the bicycle, you can charge it as was indicated in the previous section.



MAINTENANCE

SERVICE

It is recommended that you go to your authorised dealer to check your bike regularly. It is convenient to do a first service in the three first months, a second after one year and so on. Regular inspections can avoid long-term damages and also unnecessary expenses.

You can also contribute to keep your bicycle in excellent conditions as long as possible. In the following sections we will show you how.

GENERAL MAINTENANCE

- Check the pressure of the tires and their condition.
- Verify the brakes wear and make an adjustment frequently.
- Avoid dirt accumulation between the magnetic disc of the pedalling sensor and the sensor which are situated in the right side of the bottom bracket.
- You can clean your bike removing the dirty with a brush and hot water. Never use a high-pressure cleaner.
- After cleaning it, dry the bicycle with a smooth cloth.

LUBRICATION

Apart from a regular cleaning, it is also convenient to lubricate the transmission chain to avoid risk of corrosion and to increase the comfort while changing speeds.

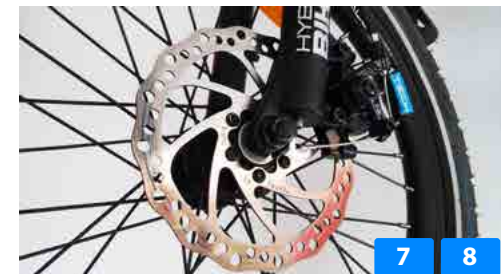
We recommend you to lubricate the chain with Teflon grease that you can find in your frequent bike store.

REGULATION OF THE FOLDING SYSTEM OF THE HANDLEBAR

It is normal that the quick release system of the handlebar becomes loosed because of the use. To reduce this clearance, the quick release system has two grub screws which can be tighten with a 2.5 allen key. Screw both half of turn and try if the handlebar is securely hold in its position. If not, repeat the process again until achieve it.



TIGHTENING COUPLINGS



- 1 SADDLE 10 Nm
- 2 REAR BUSHING 35 Nm
- 3 REAR DISC SCREWS 10 Nm
- 4 POWER HANDLEBAR 10 Nm

- 5 STEERING BAR 10 Nm
- 6 PLATE 24 Nm
- 7 FRONT BUSHING 20 Nm
- 8 FRONT DISC SCREWS. 10 Nm

TYRE CHANGING

In case you need to replace the rear tyre or change the inner tube because of a puncture, follow these steps:

- First put the shifter in the longest gearing (small sprocket).
- Then disconnect the wire that comes from the motor shaft. The connector is placed below the chainstay **a**. The male and female connectors have an arrow drawn on them that must meet when plugged again.
- Remove the black caps which protect the end of the wheel axle.
- Afterwards unscrew both sides of the wheel axle **b** with an 18mm spanner.
- Now you can remove the wheel and replace the rear tyre with a new one **c**.

To assembly it again, repeat the reverse process.

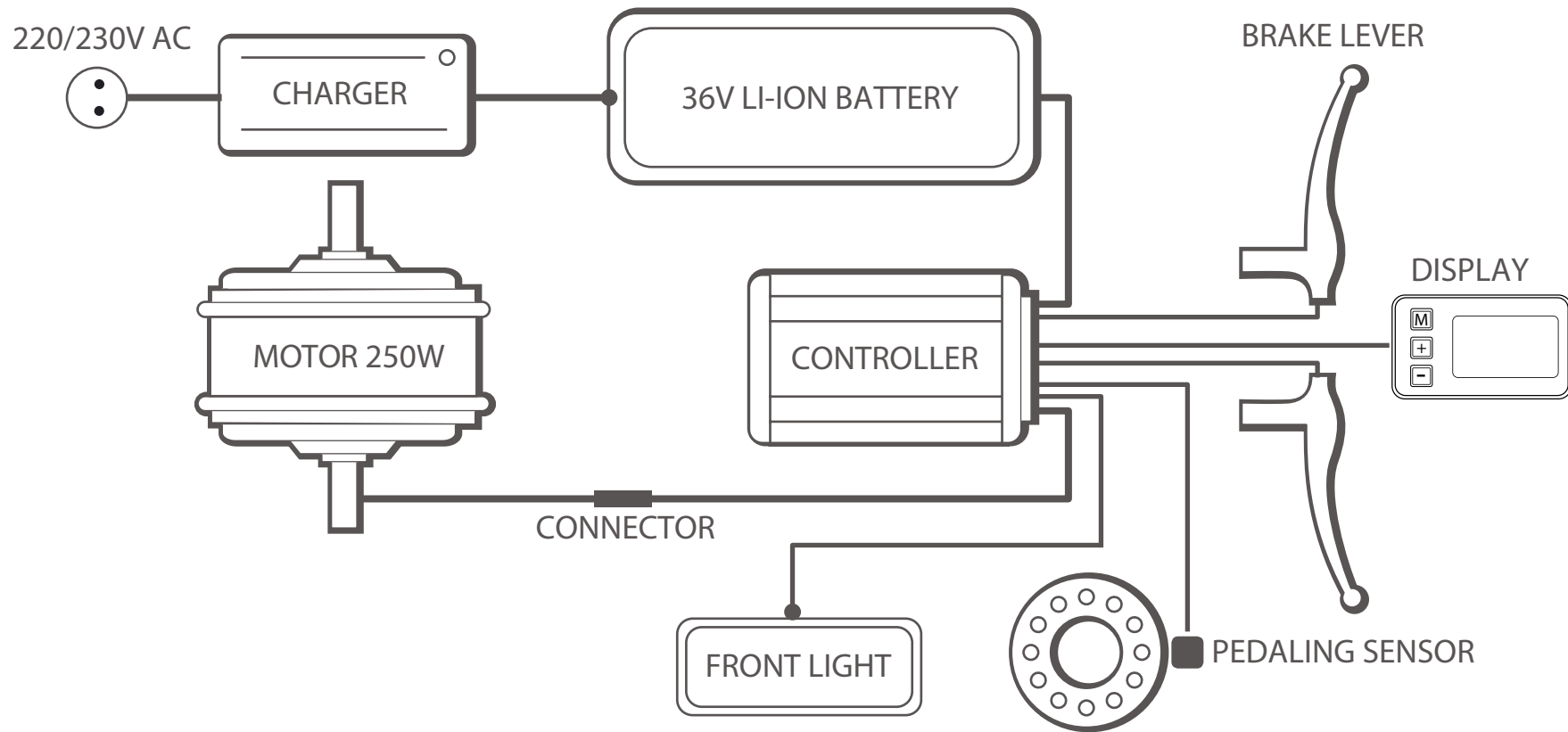
Pay attention when assembling the washers of the wheel axle. In each side of the wheel there is a washer with a groove that must meet with the slots of the dropouts.

Remember to put the motor's axle with the wire pointing downwards to avoid the water from entering to the hole of the axle.

The wires that leave the motor's axle are protected with a metallic hose. Check that this hose is slightly introduced in the motor's axle to avoid cuts in the wires.



WIRING DIAGRAM



User Manual

FAQ

Which is the maximum speed I can reach with my Citysurfer?

There is no speed limit. However, for speeds greater than 25 km/h, the pedal assistance applied by the motor is deactivated. This assistance limitation is a legal requirement for the electrically assisted pedal bicycles, following the European Normative EN 15194.

Does it have regenerative braking?

No. The motors with planetary gears do not allow regenerative braking. In exchange, these are the motors with the least friction, so the pedalling without assistance becomes more comfortable.

What kind of maintenance should I do to my Citysurfer?

None of the electric component of the assistance system of the Citysurfer requires a regular maintenance. The rest of the components need to be kept as the components of a conventional bicycle, depending on the frequency of use and its care.

Why the battery range decreases when it is very cold?

Below 0°C, the battery performance gets worse. This does not represent any problem nor damages the battery. It only decreases momentarily the capacity of the battery, reducing at the same time the bicycle range.

Can I make a copy of the battery's safety lock key?

Yes, as long as you keep the replacement key to make the copy. If you lose both keys, you should replace it with a new key lock set.

Should I have a Third Party Liability Insurance?

No, the insurance is not obligatory.

Should I use helmet?

The use of the helmet for the bike users depends on the legislation of each country, however, it is recommended for safety reasons.

Is there any minimum age to use the Citysurfer?

No. Anyone can use the Citysurfer, but its use is recommended from the age of 12.

Can I leave the charger continuously plugged to the battery?

Yes. The battery pack has an integrated electronic circuit (BMS) which communicates with the charger. When it detects that the battery is fully charged, the BMS automatically disconnects the charger.

Is the Citysurfer water-resistant?

Both the motor and the controller and its electrical connections are properly protected to a normal use under the rain. Nevertheless, the bicycle is not prepared for high pressure cleaners or immersion.

Which is the maximum range of the Citysurfer?

The maximum distance that can be covered with a fully charged battery depends on the assistance level selected and the speed engaged. A long gear (small sprocket) requires more energy from the battery compared to a short gear (big sprocket). Other factors which also participate in the battery range are the brakes friction, tyres pressure and their rolling resistance, wind direction, riding style, rider weight, etc.

In a plain road, with a low assistance level and a moderate pedalling, the range can reach 50 km.

What happens if I get a flat tyre? Can I repair the tyre by myself?

Despite the wheel hub motor, it is very easy to repair the tyre by oneself. We explain you how to do it in page 18.

The motor does not work. What's happening?

It can be a pedalling sensor defect. Turn on the control panel and check if a led is blinking in the left side of the pedalling led when the pedals spin. If it does not blink, call an authorised dealer.

The bicycle does not pull smoothly or the motor works at intervals. What's happening?

The wire that goes from the motor to the controller can be slightly disconnected. Call an authorised dealer.

What is the system against unauthorized manipulation?

Battery removal is a system against unauthorized handling of the EPA

WARRANTY TERMS & CONDITIONS

Torrot Electric Europa S.L. guarantees that only the original components of each Torrot Electric vehicles will not have defects in their materials or during their manufacturing within the following time periods:

Two (2) years warranty for:

Chassis/frame and swingarm in the electric bicycle, in the KIDS motorcycles and in the e-scooter MUVI. Surface finish and any original Torrot Electric component/piece on any Torrot Electric vehicle (KIDS, CITYSURFER and MUVI). Two year warranty or 40.000km within that period, for MUVI's batteries, subjected to the conditions of use and maintenance provided in this manual are respected.

Two year warranty for CITYSURFER batteries, subjected to the conditions of use and maintenance provided in this manual are respected.

Two year warranty for KIDS batteries, subjected to the conditions of use and maintenance provided in this manual are respected.

This warranty is only applied to new Torrot Electric bicycles and electric vehicles bought to a Torrot Electric Europa S.L. authorized dealer or just directly online to the manufacturer and assembled by the dealer or the manufacturer at the time of the purchase. This warranty does not cover not allowed components or parts mounted by not authorized dealers of Torrot Electric Europa S.L.

REPARATIONS

Unless the opposite is established, the only reparation covered by the warranty previously presented, is the replacement of the defective parts by others with similar or higher value in the original model, at the discretion of Torrot Electric Europa S.L. This warranty begins on the purchased date. It only covers the original owner and is not transferable, with the exception of the electric scooter MUVI (see warranty transfer section in the appendix).

In no case will Torrot Electric Europa S.L. be considered responsible for direct hurts, unexpected events, including without limitation, hurts caused by personal injuries, material damages or economic losses, either based on a contract, warranty, malpractice or any other situation.

EXCLUSIONS

The previous warranty, or any other warranty given by Torrot Electric Europa S.L., do not cover:

- The normal wear and breaking in components as tires, chains, front and rear sprockets, brakes and wires in situations in which the assembly was fulfilled correctly or materials without defects.
- The vehicles whose maintenance or reparations were made by not authorized people by the manufacturer or unconnected to Torrot Electric Europa S.L.

- Changes related to the original conditions that had the vehicle when it was delivered.
- The use of the Torrot Electric vehicles in competition, unusual and/or commercial activities different from the ones that our vehicles were designed for.
- Damages caused by not following the instructions explained in the User Manual.
- Damages in the bodywork caused by taking part in competitions, academic training for those activities, social events or as a result of the exposure or the use of the Torrot Electric vehicles in adverse climates or conditions.
- Damages caused by external agents as chemical products, salt, rusting, discoloration or natural deterioration.
- Logistical costs in the replacement or substitution of parts.

Excluding the explained in this warranty and the subjected to additional warranties, Torrot Electric and their employees and representatives will not be considered responsible for losses or damages, whatever they may be (including losses or unexpected events caused by negligence or omission) derivative from or related to any Torrot Electric vehicle.

Torrot Electric Europa S.L. does not make any other warranty, either implicit or explicit. All implicit warranties, included in the marketability warranties and adaptation to a particular purpose, are limited in duration to the explicit warranties previously mentioned.

Any reclamation under this warranty must be carried out through a Torrot Electric authorized dealer, directly online or by post to Torrot Electric Europa S.L. It is necessary the receipt of the purchase date before dealing with the reclamation under warranty, and also having activated the online warranty in www.torrotelectric.com

The complaints under this warranty made out of the country of purchase can be subjected to additional taxes and restrictions, and unless the contrary was indicated, will only and directly be covered by the importer of the country or region out of Spain.

The warranty durability and its details can differ depending on the kind of the vehicle, battery and/or country. This warranty gives specific legal rights. Nevertheless, you can also have other right that can differ depending on the country or region. This warranty does not affect the rights established by the law.

These warranty conditions are applicable since 2016/07 for the following vehicles: electric motorcycles for children KIDS, electric bikes Citysurfer and electric scooter MUVI.

APPENDIX

ONLINE WARRANTY REGISTRATION

To validate and activate the warranty, the vehicle must be online registered by the dealer or importer.

WARRANTY TRANSFER (ONLY MUVI)

The transfer of the warranty will be accomplished for the new owner when he/she prove to have concluded the change of account holder of the vehicle as the law of each country or region dictates, subject to the Spanish manufacturer and the importers of the other countries.

USER'S RESPONSABILITIES

Torrot Electric Europa S.L. asks the user for some requisites of good maintenance and use of their vehicles to support correctly a complaint under warranty. During the warranty period of your vehicle, you should only be attended by Torrot Electric Europa S.L., Torrot Electric Importers or authorized dealers. You will be responsible of keeping your vehicle in good conditions and do not subjected to strains beyond a normal use. During the validity of the warranty you must make all the periodical technical services as described in each Torrot Electric vehicle's User Manual. Otherwise, the warranty will be invalidated immediately.

The Torrot Electric vehicle's owner accept and understand that when a Torrot Electric vehicle is bought, the warranty does not cover damages repairing appeared as a consequence of a misuse, overuse, accident or negligence, as well as an unit with the following characteristics:

- Modified characteristics with respect to its original configuration, specified in the specification data sheet, User Manual or online at www.torrot.com.
- Vehicles used in competition. That is to say, time trials, competition with other vehicle or any other application of unusual strain.
- Vehicles with lacking of a proper maintenance, cleaning or without having made the pertinent periodical and compulsory services detailed in each model's User Manual.
- Vehicles with an alteration in its speedometer or in another electrical component (as the controller, electronics...).
- Rental vehicles.
- Respect the gross vehicle mass in each vehicle, specified in the User Manual, in the specification data sheet of each Torrot Electric's product or online in www.torrotelectric.com.
- Parts that worn away by their normal use as: batteries, Motorcycle grips and brake pads, secondary transmissions to the wheel, tires, upholstery, electrical components, suspension parts...

- Electric/electronic circuits modified to alter its original performance, which do not belong to the original parts or parts authorized specifically by Torrot Electric Europa S.L.

- Batteries charged with a not authorized or official charger, and batteries which had suffered an overload or not controlled charges.

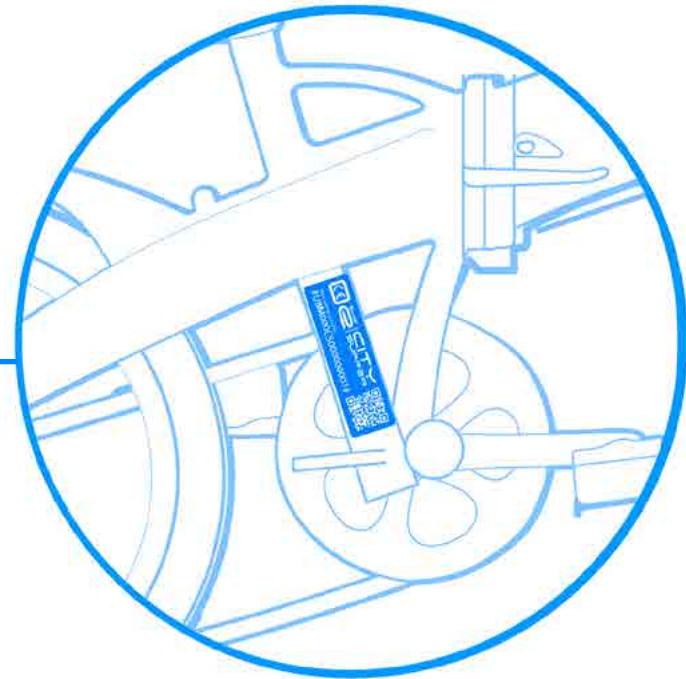
- Vehicles repaired in points of sale or dealers not authorised by Torrot Electric Europa S.L., or without the Torrot Electric Europa S.L. original parts.

This warranty does not cover the periodical and compulsory maintenance services, or the services indicated as a matter of routine for each model in their User Manual.

In case you have any issue, please contact us for more information in info@torrot.com, attaching the Vehicle Identification Number, the problem detected, your name and a phone number to be in contact with you.

Our technicians will get in contact with you quickly, and after a pre-evaluation on the phone, they will tell you which procedure to follow.

**Frame Serial
Number**



ANY DOUBT? info@torrot.com
We are next to you. And we answer very fast!

Vehículo	Modelo/Año:
	Número bastidor:

El producto ha sido montado y certificamos que todos los componentes e instalaciones funcionan apropiadamente.			
Concesionario	Nombre:	Concesionario nº	Nº factura
	Dirección:		Sello y firma concesionario
	Código postal:		Torrot
	Ciudad:		
	País:		
	Teléfono:		
	Fax:		
	E-mail:		

Cliente	Nombre:	Fecha de entrega:
	Fecha de nacimiento:	Firma cliente
	Dirección:	
	Código postal:	
	Ciudad:	
	País:	
	Teléfono:	
	Fax:	Fecha:
	E-mail:	Duración garantía (meses):

CHEQUEO Y OPERACIONES DE PRE-ENTREGA

- ☐ Chequear embalaje y bicicleta de algún posible daño
- ☐ Desembalar la bicicleta
- ☐ Instalar las piezas y quitar el embalaje
- ☐ Limpiar la bicicleta
- ☐ Presencia de advertencias
- ☐ Chequeo de la batería.
- ☐ Tensión correcta de la cadena
- ☐ Manual de usuario
- ☐ Rellenar documentos de garantía

- ☐ Posición maneta de freno
- ☐ Dirección
- ☐ Freno delantero y trasero
- ☐ Timbre
- ☐ Chequeo equipo eléctrico
- ☐ Presión neumáticos
- ☐ Apriete de radios
- ☐ Asegurese que la tornillería este bien apretado
- ☐ Comprobación del funcionamiento del motor
- ☐ Ensayo en carretera, inspección final/limpieza

- ☐ Carnet de garantía recibido
- ☐ Manual de usuario recibido
- ☐ Bicicleta preparada y ajustada a mis deseos

- ☐ He leído las condiciones de garantías y estoy de acuerdo con ellas
- ☐ Instrucciones de funcionamiento comprendidas
- ☐ Riesgos y las instrucciones de seguridad comprendidas.

Firma del cliente:



Certificate and delivery inspection

Vehicle	Model/Year:	_____
	Frame number:	_____

Dealer	This product has been correctly assembled and we certify that all of the components and installations function accordingly:		
	Name:	_____	Dealer n° _____
	Address:	_____	Invoice n° _____
	Postcode:	_____	Stamp and signature of
	City:	_____	Torrot
	Country:	_____	
	Telephone:	_____	
	Fax:	_____	
E-mail:	_____		

Client	Name:	_____	Delivery date: _____
	Date of birth:	_____	Client signature
	Address:	_____	
	Postcode:	_____	
	City:	_____	
	Country:	_____	
	Telephone:	_____	
	Fax:	_____	Date: _____
E-mail:	_____	Duration of warranty (months):	

VERIFICATIONS AND PRE-DELIVERY OPERATIONS.

- ☐ Check the packaging and bicycle for damage.
- ☐ Unpack the bicycle
- ☐ Fit parts and remove packaging
- ☐ Clean the bicycle

- ☐ Presence of warnings
- ☐ Battery check
- ☐ Correct chain tension

- ☐ User manual
- ☐ Complete the warranty documents

- ☐ Verify the position of brake lever
- ☐ Steering
- ☐ Front and rear brakes
- ☐ Bell
- ☐ Electrical checkup
- ☐ Tire pressure
- ☐ Spoke tension
- ☐ Ensure that all nuts and bolts are correctly tightened
- ☐ checking the engine operation
- ☐ Road test, final inspection/cleaning

- ☐ Guarantee card received
- ☐ User manual received
- ☐ Bicycle prepared and adjusted to my requirements

- ☐ I have read the conditions of warranty and I agree with them
- ☐ Instructions and use understood
- ☐ Risks and safety instructions understood

Client signature: _____

EC Declaration of Conformity

The manufacturer:

TORROT ELECTRIC EUROPA, S.L.
C/ Unicef nº17
17190 SALT (Girona) ESPAÑA

Hereby declares that the following products:



Product description:

PEDELEC

Model designation:

Citysurfer

Year of manufacture:

2015, 2016, 2017 and 2018.

Comply with all of the relevant requirements of the Machinery Directive (2006/42/EC).

Comply with all of the relevant requirements of the Low Voltage Directive 2014/35/EC, according with the IEC 60335-1:2010 for the Battery Charger.

Furthermore, the machine complies with all of the requirements of the Electromagnetic Compatibility Directive (2014/30/EC).

The following harmonized standards have been applied:

DIN EN 15194: 2009 +A1: 2011 Cycles – Electrically power assisted cycles – EPAC Bicycles;
DIN EN 14764: 2005 City and trekking bicycles – Safety requirements and test methods.

Technical documentation filed at:

TORROT ELECTRIC EUROPA, S.L.
C/ Unicef nº17
17190 SALT (Girona) ESPAÑA



Néstor Amela Dupré
General Manager
TORROT ELECTRIC EUROPA, S.L.

Headquarters & Factory
Unicef, 17 - P.I. Torremirón
17190 Salt (Girona)
+34 972 406 115



Antonio Garrido Aguilera
Homologations Responsible
TORROT ELECTRIC EUROPA, S.L.

NORTH AMERICA Headquarter
505 11th st South East - Watertown
SD 57201-United States
(605) 878-1005



USER MANUAL MADE BY **TORROT ELECTRIC EUROPA S.L.**

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Serious fun.



TORROT



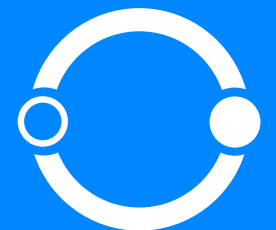
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[@torrotelectric](https://twitter.com/torrotelectric)



PERSONAL MOBILITY
INTERCONNECTED