

- Version 02, Year 2024 -



Favorite Hybrid

A guide of your Favorite e-bike

**Get fast answers by sending
a text to +1 (256) 291-1260**

UPDATED 02.10.2024
DESIGNED BY FAVORITE INC

“RIDE YOUR
FAVORITE
E-BIKE AND
SEARCH
FOR TOURS
& TRAVEL
ACTIVITIES
AROUND YOU”

FAVORITE INC

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SECTION 1 IMPORTANT SAFETY INSTRUCTIONS

Instructions pertaining to risk of fire or electric
shock

GENERAL SAFETY

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

- Read all instructions before using the product.
- To reduce the risk of injury, close supervision is necessary when the product is used near children.
- Do not put fingers or hands into the product.
- Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- This equipment should not be used at temperatures below -4°F (-20°C) or above 113°F (45°C).
- Charge the battery only when the ambient temperature is between 32°F (0°C) and 104°F (40°C). Never charge the battery outside this temperature range.

SAVE THESE INSTRUCTIONS

WARNING! It is your responsibility to comply with all traffic-related laws and to use proper equipment. This includes appropriate cycling attire and bike maintenance.

Adhere to local bicycle traffic laws and regulations, including those concerning bicycle lighting, licensing, riding on pavements/sidewalks, bike path and trail use, helmet laws, child laws relating to cycling, and any special bicycle traffic laws. It is your responsibility to be aware of and follow your local laws.

When cycling, ensure you wear a properly fitted helmet that covers your forehead, as many areas mandate specific safety gear. It is your responsibility to acquaint yourself with local laws, rules, and regulations governing cycling, and to adhere to all applicable laws, including equipping yourself and your bike as required by law.

Unless otherwise specified, riders' weight and luggage should not exceed 300lbs/136kg. Before embarking on your ride, always check that all components are functioning correctly and aligned properly. Familiarize yourself with your bicycle's controls, including brakes, pedals, and shifting mechanisms.

Keep all body parts and any objects away from the sharp chainrings while pedaling to avoid injuries. Remember to share the road or path with others, including motorists, pedestrians, and fellow cyclists.

Always adopt a defensive riding approach. Assume that others may not see you and anticipate the unexpected. Stay vigilant and attentive to your surroundings at all times. Be alert and responsive to the following:

1. Motor vehicles of various kinds and moving in different directions.
 2. Unexpected obstacles in motion.
 3. Pedestrians in close proximity.
 4. Presence of children or animals nearby.
 5. Flaws on bike paths or paved roads, such as potholes, uneven surfaces, loose gravel, and debris.
 6. Signs indicating warnings, hazards, or yield requirements.
- Ride in designated bike lanes when available, and always travel in the direction of traffic flow.
 - Observe and come to a complete stop at ALL stop signs and traffic lights.
 - When stopping, thoroughly check both directions at street intersections before proceeding.
 - Signal your intentions using recognized hand signals for turning and stopping.
 - Refrain from wearing headphones while riding.
 - Never grasp onto another vehicle.
 - Avoid erratic movements or sudden turns while navigating traffic.
 - Adhere to the rules governing right-of-way, as applicable to motorists.
 - Never operate a bicycle under the influence of alcohol or drugs.
 - Exercise caution when riding in adverse weather conditions, such as low visibility during dawn, dusk, or nighttime, as these conditions heighten the risk of accidents.

GENERAL SAFETY

WET WEATHER ADVISORY:

Avoid riding in wet conditions whenever possible. If riding in the rain is unavoidable, exercise caution.

Electric bikes are not designed for heavy rain or immersion in water or streams. Submerging the product in water or liquid can damage the electrical system.

- During wet weather, exercise extra caution when using this bike.
- Reduce your riding speed to better manage slippery conditions.
- Brake earlier, as it will take longer to slow down and stop compared to dry conditions.
- Enhance your visibility to other road users by wearing reflective clothing and using approved safety lights.
- Be vigilant for road hazards, which may be harder to see when wet, and proceed with caution.

NIGHT RIDING

Cyclists should exercise extra caution when riding at night. Bicyclists are challenging for motorists and pedestrians to see in the dark, and in many cases, night riding can be more dangerous than riding during the day. Individuals of an appropriate age who are aware of the increased risks should take extra care when riding at dawn, dusk, or at night. Please note that it is important to choose suitable apparel and specialized equipment when riding in unfavorable conditions to reduce the risk of injury.

Warnings! Reflectors should not be used in place of mandatory lighting. Without the appropriate lights and reflective gear, cyclists become almost invisible to other cyclists and motorists. For nighttime riding, ensure you follow all necessary safety measures by equipping your bicycle with lights and reflectors. Failing to employ proper lighting can lead to severe injury or even death. Reflectors on a moving bicycle are intended to catch the light from cars and street lamps, thereby increasing your visibility and recognition to others while you are riding.

Attention! Ensure that reflectors and their mounting brackets are regularly inspected for cleanliness, alignment, and secure attachment. Verify compliance with all local regulations pertaining to night riding. The following recommendations are designed to improve your visibility:

- Wear light-colored and reflective clothing and accessories to become more visible. A variety of suitable reflective items are available, including vests, armbands, leg bands, helmet stripes, and blinkers for your body or bicycle.
- Confirm that your attire or any additional items do not block the visibility of your reflectors and lights.
- It's crucial that your bike is outfitted with reflectors for rides during dawn, dusk, or nighttime.
- When riding at night, always proceed with caution and reduce your speed.

Throttle Assist Mode

Throttle Assist Mode allows you to engage the bike's throttle from a standstill, providing an additional boost when needed, such as on steep inclines or navigating through frequent stop signs. Nonetheless, it is highly advised to prioritize pedaling before using the throttle, to maintain stability and readiness.

Assembly and Proper Fit

Ensuring your bike is correctly assembled and fitted is crucial for your safety and optimal performance.

Even if you possess the necessary experience, skills, and tools to assemble and adjust your bike, we at Favorite strongly advise having your work inspected by a certified and reputable bike mechanic before your inaugural ride.

GENERAL SAFETY

IMPORTANT: Should you lack the experience, skills, or tools required for proper assembly and fitting, it is strongly recommended to enlist the services of a certified, reputable bike mechanic to perform these initial setups and any subsequent adjustments or tunings.

IMPORTANT: An essential step in the assembly process involves securely attaching the front wheel and verifying the tightness of the rear wheel axle nuts. Favorite bikes feature bolted on, through-axle, or quick-release mechanisms for front wheel mounting, with the rear wheel also being bolted on. These components may loosen during shipping or as a result of regular use. It is imperative to inspect the torque and security of all wheel mounting hardware upon receiving your bike and periodically thereafter. Ensure both wheels are securely fastened before using your bike.

Required Equipment and Riding Regulations

Before you set out on your ride, make sure you're equipped with all the necessary and suggested safety gear, and that you're compliant with the laws governing electric bike usage in your area. These regulations may outline the essential equipment you need, the use of hand signals, and the designated areas where riding is permitted.

Modifying Components or Adding Accessories

Using aftermarket components or accessories not originally supplied with your e-bike may compromise its safety, invalidate your warranty, and potentially result in non-compliance with legal regulations specific to your bicycle.

Warnings! Replacing original parts or adding third-party accessories or those not specifically endorsed by Favorite for your bike model carries inherent risks. Utilizing aftermarket parts or accessories not verified by Favorite for safety and compatibility could nullify your warranty, lead to unsafe riding situations, cause damage to your bike or property, or lead to severe injury or fatality.

Safety Check Before Each Ride

Ensure you inspect your bike's condition before each ride, alongside adhering to a schedule of regular maintenance. If you're uncertain about how to thoroughly examine your bike's condition before riding, seek guidance from a certified, reputable bike mechanic.

Electrical System

Your e-bike's electrical system powers various components that adjust to different operating conditions and personal settings. It's essential to become well-acquainted with every aspect of your e-bike's electrical system and verify its proper function before each ride. The safety power cutoff switches, integrated into both the front and rear brake levers, automatically stop the hub motor's assistance when engaged. It's important to test these levers to ensure they operate correctly. Additionally, the throttle should allow for smooth acceleration when used. If you experience any issues, such as erratic behavior or non-responsiveness, stop using your e-bike immediately and reach out to the Favorite Support team for help.

Brake Inspection

Verify that the brakes and all related components are undamaged, securely attached, and functioning as intended. When fully applied, neither the front nor the rear brake levers should come into contact with the handlebar. If you detect any issues with the brakes, it is advised to have them serviced by a certified and reputable bike mechanic.

GENERAL SAFETY

Tire and Wheel Maintenance

Ensure your wheels spin directly and evenly; any side-to-side or vertical wobble indicates a need for repair or replacement. Wheel issues, such as becoming untrue or spokes loosening, are common with regular use. For any adjustments, including wheel tuning and truing, seek a certified, reputable bike mechanic. Truing wheels or tightening spokes should only be undertaken if you possess the necessary skills, tools, and experience. Check that the tires and inner tubes are free from visible damage and inflated to the appropriate pressure. Replace any tires or inner tubes that show signs of punctures, cuts, or other damage before cycling. Incorrect air pressure in tires can lead to diminished performance, accelerated wear on tires and bike components, and compromise your safety while riding.

Accessories, Straps, and Hardware

Make sure that all fasteners are tightened and that all authorized accessories are correctly mounted according to the guidelines provided by the component manufacturer. Regularly inspect all hardware, straps, and accessories before embarking on a ride. Should you encounter any issues or uncertainties, it's advisable to consult with a certified, reputable bike mechanic for a professional assessment.

Handlebar, Grips, and Saddle Adjustments

Check that the handlebar and stem align correctly, are adjusted to suit the rider, and are fastened securely at the advised torque settings. Grips on the handlebars should be firmly in place without any slippage. Replace any handlebar grips that are loose, worn out, or damaged prior to riding. Additionally, ensure the saddle and seatpost are correctly positioned for the rider, with the seatpost's quick-release mechanism tightly secured and fully engaged to ensure safety during your ride.

Battery Preparation and Installation

Confirm that the battery is fully charged and functioning correctly. Disconnect the battery charger from both the power outlet and the battery, then store it securely before setting off. It is essential that the battery is correctly locked onto the bike's frame mount before any operation. Avoid using the bike's electrical system with the battery detached. When installing the battery into the frame, apply sufficient pressure until you hear a distinct "CLICK" sound, indicating the battery is securely in place.

CHARGER SAFETY

- Use the charger indoors only, in a location that is cool, dry, and well-ventilated, placed on a solid, stable, and hard surface.
- Ensure the charger does not come into contact with liquids, dirt, debris, or metal objects, and do not cover it while it is in operation.
- Keep and operate the charger out of reach of children.
- Charging the battery fully before each ride can enhance the battery's longevity and minimize the risk of it being over-discharged.
- Use only the charger provided by Favorite Bikes or one specifically designed for your bike model, purchased directly from Favorite Bikes, to charge the battery.
- The charger is compatible with 110/240V 50/60 Hz standard home AC power outlets, with automatic adjustment to the incoming voltage.
- Avoid attempting to open the charger or altering the voltage input. When disconnecting, gently remove the AC and DC cables by holding and pulling the plastic plugs, not the cables themselves, to prevent damage.
- It is normal for the charger to become warm during use. However, if it becomes too hot to touch, emits an unusual odor, or shows any signs of overheating, stop using it immediately and reach out to Favorite Support for assistance.

WARNINGS! Only use the charger provided with your bike by Favorite Bikes, or a charger bought directly from Favorite Bikes that is specifically designed and approved for your bike, to charge the battery. Avoid using aftermarket chargers, as they can cause damage, serious injury, or death.

WARNINGS! Ensure you charge your bike from Favorite Bikes following the specific procedures and safety guidelines. Neglecting to adhere to these charging instructions may lead to damage to your bike, the charger, personal property, and could potentially result in serious injury or fatality.

General Operating Rules

Important: Before operating your bike from Favorite, please carefully review and adhere to all the general operating guidelines provided below.

- When riding, obey the same traffic laws as all other road users, as required by the laws in your area.
- For further details on traffic and vehicle regulations, please consult your local road authority.
- Ride predictably in a straight line and in the same direction as traffic.
- Use proper hand signals for turns.
- Ride defensively, as you may not be easily visible to other road users.
- Stay focused on the road ahead, steering clear of hazards like potholes, gravel, slick surfaces, curbs, train tracks, speed bumps, drainage grates, and debris that could cause flats.
- Approach train tracks at a right angle or dismount and walk your bike over them.
- Anticipate sudden movements, such as cars opening doors or reversing from driveways.
- Exercise caution at intersections and when overtaking other vehicles or cyclists.
- Learn your Favorite Bike's features and how to use its gears, brakes, pedal assist, and throttle safely before tackling tough conditions.
- Dress appropriately for cycling, including wearing closed-toe shoes. Secure loose pants to avoid entanglement in the bike's chain or gears. Do not use items that impair hearing.
- Verify local regulations regarding cargo on your bike.
- Initiate with the rear brake followed by the front to prevent skidding and potential falls.
- Keep a safe distance from objects, other cyclists, and vehicles, considering that safe stopping distances vary with road and lighting conditions, among other factors.

CHARGER SAFETY

Safety Notes

These safety guidelines are crucial for the safe use of your bike from Favorite and must be thoroughly understood. Ignoring these guidelines could result in severe injury or death.

- Read and understand Favorite Bikes' manual and any related component guides before riding. Additionally, manuals for specific components on the bike may be included and should be consulted before installation or use.
- Make sure you fully understand all instructions and safety warnings.
- Ensure the bike fits to prevent falls.
- Wearing an approved bicycle helmet is mandatory whenever riding, and the helmet manufacturer's fitting and care instructions should be followed precisely. Not wearing a helmet increases the risk of serious injury or death.
- Set up, tighten, and torque your bike as recommended, checking regularly.
- You are responsible for familiarizing yourself with the laws and regulations related to operating this product in your area.
- Secure and inspect handlebar grips to prevent loss of control.
- Do not use this product with standard bike trailers, stands, vehicle racks, or any accessories not tested and approved by Favorite for safety and compatibility.
- Off-road riding demands careful attention, specific skills, and awareness of varying conditions and risks. Always wear suitable protective gear and avoid riding alone in secluded areas. Verify local regulations regarding the permissibility of off-road e-bike riding.
- **EXTREME RIDING IS STRONGLY DISCOURAGED.** This encompasses jumps, stunts, or any activity beyond your skill level. Despite depictions of extreme riding in media and advertisements, engaging in such activities is unsafe and forbidden.
- Bicycles and their components are subject to specific strength and integrity thresholds. Performing extreme riding can seriously damage your bike, compromise safety, and lead to severe injury or death due to the bike and its parts having limits on strength and integrity.
- Improper installation, compatibility checks, operation, or maintenance of bike components can lead to severe injury or death.
- Post-incident, consider your bike unsafe until a certified mechanic inspects it thoroughly.
- Mismanaging the battery voids the warranty and risks safety.
- Test brake motor cutoff switches before each ride to ensure they cut off motor power when brakes are applied.
- Use caution with pedal assistance and throttle; be ready for immediate engagement upon pedaling.
- Learn and understand the thumb switch throttle and pedal assistance before riding. Start with the lowest assist level and ride at safe speeds.
- Unauthorized modifications to your Favorite Bike may void the warranty and endanger safety.
- Electric bikes, being heavier and faster, require extra caution.
- In wet conditions, slow down and increase braking distance to prevent slips and potential injuries.
- Do not remove bike reflectors.

General Warnings

Bicycling, like any sport, comes with inherent risks including damage, injury, and the possibility of death. When you choose to cycle, you accept these risks. It's crucial to learn and adhere to safe riding practices and proper bike maintenance to minimize these risks.

Mixing biking with alcohol, drugs, or any impairing substances is dangerous. Never ride while under the influence, as it can severely impair motor skills, judgment, and the capacity to ride safely.

The Hybrid CSC is intended for adults 18 and older. Riders must possess the necessary physical condition, reaction times, and mental acuity to navigate traffic and road conditions safely, handle sudden events, and comply with electric bike laws in their area, regardless of age. If you have any impairment or condition that might affect your riding ability, such as visual or hearing impairments, physical disabilities, cognitive or language challenges, seizure disorders, or any other condition that could affect safe vehicle operation, please consult a doctor before cycling.

Guidance for Parents and Guardians

Parents or guardians are responsible for children's activities and safety. The Hybrid CSC is not meant for children under 18. When transporting a child in a safety seat, ensure they are wearing a properly sized and certified helmet.

SPECIFICATIONS

Caution! Favorite is not liable for accidents, injuries, or product malfunctions resulting from unauthorized alterations, modifications, or tampering with the product's original specifications.

* Favoritebikes reserves the right, without notice to the consumer, to substitute components of at least equal quality for advertised Favoritebikes ebike components in the event of the unavailability of such advertised components.

MODEL	10-50052 Favorite Hybrid CSC ST (Grey)
Electronics	
Motor	48V/500W Favorite Smart System hub brushless motor with temperature sensor
Sensor	1 Cadence sensor with commuting and off road riding mode on display, 2 Dusk to dawn sensor
Display	Favorite Smart System Display, with built-in color LCD
RFID Control	Wireless entry system via RFID
Bluetooth Control	Bluetooth connection
APP	Remote Entry Access, configure bike
Battery	Removable 47.3V lithium-ion battery, capacities 13.6Ah (643.34 Wh)
Controller	48V 500W rated Sine-wave controller
Anti-Theft System	Wireless controlled motorized bike lock
Front LED	Favorite smart headlight featuring Cree or Osram LEDs, with a switchable high and low beam
Frame and Welding	6061 Aluminum with E-bike enhanced strength, seamless welding
Front Fork	Hydraulic suspension, adjustable w/lock out
Crankset	46T Prowheel alloy chainring
Chain	KMC Z8.3 8 speed chain
Derailleur	Shimano RD-M370-L, Altus,SGS 9-speed
Cassette	Shimano 8-speed 11-32T
Shifters	Shimano SL-M315-8R Rapidfire Plus 8-speed
Tires	Kenda Kwick Seven 27.5"x2.2"
Seat Post	Promax 15.75"x1.24"
SADDLE	Knus KS-7068 plush gel or equivalent to
Brake	Hydraulic discbrake LBN LB-893, with electric cut off sensor
Front Axle	Quick release skewer
Accessories	
Fender	Pre-Assembled aluminum rear fender
Rear Rack, Bag & Rear Light	Rack bag mounts equipped rear rack and Integrated rear light controlled by favorite display



SECTION 2

ASSEMBLY

INSTRUCTIONS

Preparation: Please take out the e-bike from the box and remove all packaging. Then open the small parts boxes and get tools, parts, etc.

WHAT IS IN THE BOX



Platform Pedals



Y- Wrench



Charger



15mm Wrench



Favorite RFID



Allen Wrench



Spoke Reflectors



F/R Reflectors



Manual



Battery Key x 2



Favorite Display

UNPACK THE BIKE AND INSTALL THE STEM

Step 1:

With the assistance of another person who can safely lift heavy objects, take out the e-bike from the box. Remove the packaging and get two small boxes, which contain your charger and accessories.

Step 2:

Loosen the clamping screw at the bottom of the stem. The stem is folded inward for transportation safety. Please rotate the stem 180 degrees to ensure the light faces the front of the bike, and then retighten the clamping screw.

Tool: 4mm Allen Key



Step 3:

Use an Allen wrench to loosen the stem clamp bolts and remove the front light.

Tool: 4mm Allen Key

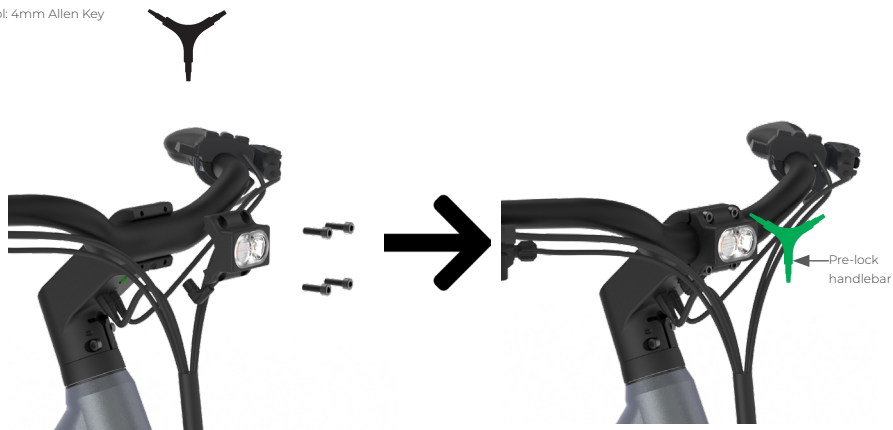


INSTALL HANDLEBAR AND SEAT POST

Step 1:

Center the handlebar on the front ring of the stem. Tighten four bolts evenly in a crisscross pattern.

Tool: 4mm Allen Key



Step 2:

Loosen the seat post clamp by unscrewing the bolt. Insert the seat post into the tube and adjust it to your desired height.



Step 3:

Adjust the tension by turning the nut clockwise (tighten) or counterclockwise (loosen). Close the quick-release lever to secure the seat post in place.



INSTALL FRONT WHEEL

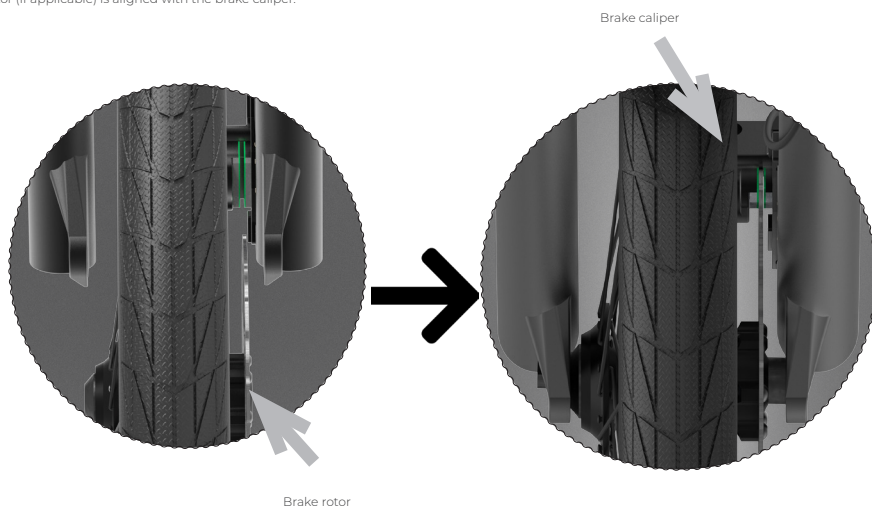
Step 1:

Remove the drop protection. You may need to exert some force to remove it. Then ensure that the bike is in a stable position, either in a bike stand or upside down.



Step 2:

Carefully insert the wheel axle into the fork dropouts, making sure that the wheel is centered and the brake rotor (if applicable) is aligned with the brake caliper.



INSTALL FRONT WHEEL

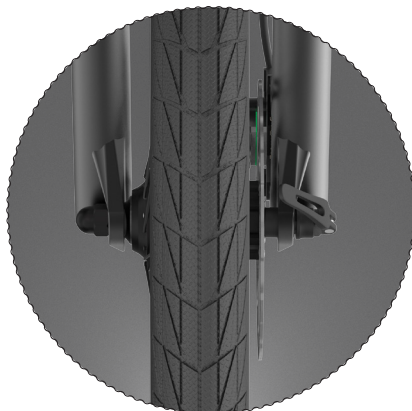
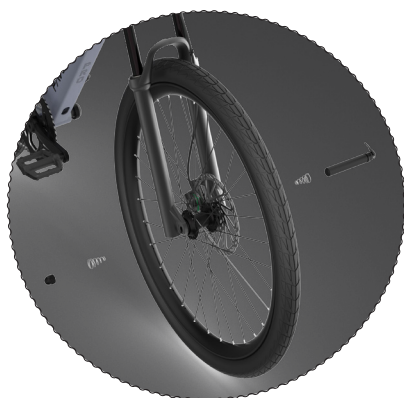


Step 3:

Insert the quick-release skewer through the wheel hub, with the lever on the non-drive side (opposite side of the chain). Make sure the springs on the skewer are positioned with the narrow ends facing inwards and have the preload spring in the sequence shown below.

Step 4:

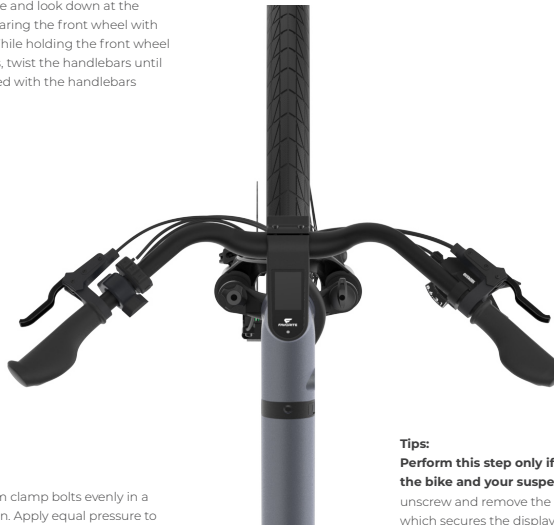
Thread the nut onto the end of the skewer on the other side of the wheel. Tighten the nut until it is snug against the fork dropout but still allows the lever to move. Close the quick-release lever to secure the wheel in place. Make sure the wheel is firmly seated and the quick-release lever is tight.



WHEEL ALIGNMENT

Step 1:

Stand over the bike and look down at the handlebars, comparing the front wheel with the handlebars. While holding the front wheel between your legs, twist the handlebars until the wheel is aligned with the handlebars and fork.



Step 2:

Tighten the stem clamp bolts evenly in a crisscross pattern. Apply equal pressure to both bolts to ensure even clamping force.

Tips:

Perform this step only if you notice any looseness between the bike and your suspension fork. Utilize a 2mm Allen key to unscrew and remove the screw located at the bottom of the stem which secures the display, then proceed to detach the display. Tighten the top cap bolt with an Allen wrench. This will preload the headset bearings. Do not overtighten the top cap bolt.

Tool and Torque : 4mm Allen Key 4-6 Nm



Tool: 4mm Allen Key



HANDLEBAR ADJUSTMENT

Step 1:

Stand over the bike and grasp the handlebars with both hands. Rotate the handlebars to adjust the angle until you find a comfortable position.

For drop bars, a common starting point is to have the drops parallel to the ground or angled slightly downwards.

For flat bars, make sure the grips angle slightly upwards.

Step 2:

Reach out to the brake levers and check their position. Your wrists should be in a neutral and comfortable position when grasping the brake levers. A common starting point for the brake lever angle is to have the levers pointing downward at a 35-45-degree angle.



Step 3:

Once you find the desired brake lever angle, tighten the clamp bolt using an Allen wrench. If you have a torque wrench, follow the torque specifications. Otherwise, tighten the bolt until it is snug but not overtightened, as this may cause damage to the brake lever or handlebar.

Tool and Torque : 4mm Allen Key 5-7 Nm.

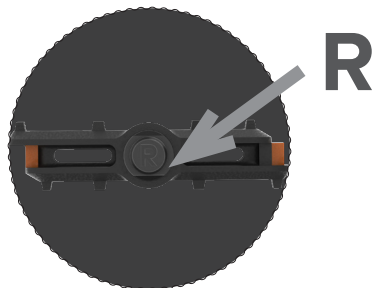
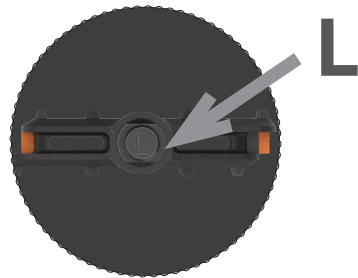


INSTALL PEDALS



Step 1:

Identify the pedal that marked with "L" and "R" (refer to the image below), signifying it as the left and right pedal, respectively.



Step 2:

Thread the left pedal (non-drive side) into the left crank arm by hand, turning it counterclockwise. Make sure the pedal is threaded straight and not at an angle to avoid cross-threading. Once the left is threaded in by hand, use a 15mm open-end wrench to fully tighten the pedal.

Tool and Torque: 15mm Wrench 35Nm.



Step 3:

Thread the right pedal (drive side) into the right crank arm by hand, turning it clockwise. Make sure the pedal is threaded straight and not at an angle to avoid cross-threading. Once the right pedal is threaded in by hand, use a 15mm open-end wrench to fully tighten the pedal.

INSTALL FAVORITE DISPLAY

Step 1: (Omit this step if the component is already pre-assembled.)

Insert the display into the opening housing on the top of the stem.



Step 2: (Omit this step if the component is already pre-assembled.)

Use a flat head screw to secure the display in place.

Tool and Torque : 2mm Allen Key



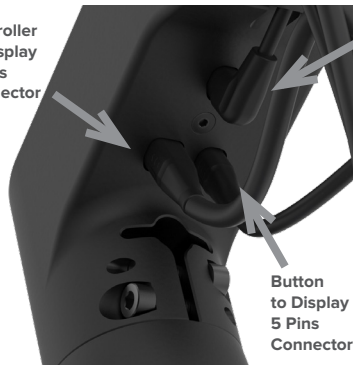
Step 3:

Locate three connectors on the bottom of the display. Find the corresponding connector on the bike that has the same shape as the one on the bottom of the display. Plug the connector on the bottom of the display into the corresponding connector on the bike, making sure to push it all the way in until it is securely connected.

Controller
to Display
8 Pins
Connector

Light to Display
5 Pins
Connector

Button
to Display
5 Pins
Connector



INSTALL FRONT FENDER (OPTIONAL)

Step 1: Fender Placement

Place the fender underneath the fork arch of the front wheel. Align the fender's mounting slot with the mounting point on the fork arch. Insert and handtighten the M6 screw.

Tool: 5 mm Allen Wrench



Step 2: Secure the Fender with Brackets

Place the two brackets onto the fork lowers (the part of the fork located nearest to the wheel).

Place the nut into the bracket's hexagonal hole. Then, screw it in to fasten the fender stay securely to the brackets.

Tool: 4 mm Allen Wrench



Step 3: Fender Adjustment

Adjust the fender so that it is centered above the tire, ensuring an even gap between the fender and the wheel throughout.

If necessary, adjust the length of stay to maintain proper fender position and tension. Tool: 3 mm Allen Wrench



Step 4: Final Tightening

Go over each connection point, tightening all screws and nuts to ensure the fender is firmly secured.

After all components are tightened, spin the front wheel to check for any rubbing or misalignment.



INFLATE TIRES AND RIDE YOUR E-BIKE

Step 1:

Use a pump with a Schrader valve and pressure gauge to inflate each tire to the recommended pressure indicated on the tire, min of 30 PSI, max of 50 PSI.

Step 2:

Activate the e-bike for the first time by pressing and holding the power button for 6 seconds. Afterward, tap the RFID fob against the display's logo.



Step 3:

Change assist level by pressing "+" or "-" button to increase or decrease the assist level.



Step 4:

You are good to go now.

Accelerate by throttle

Use the throttle to accelerate your Favorite E-Bike. The more significant throttle angle, the more extensive motor output.

Or

Accelerate by pedaling

You can energize the motor output by pedaling the bike.





SECTION 3 OPERATIONAL INSTRUCTIONS

Thank you for purchasing a Favorite E-bike!

Favorite E-bike's upgrading program is an essential part of the bike's ownership experience and enables your e-bike to improve over time.

Depending on your configuration, different upgrades will be available for your e-bike. In the future, the upgrades will automatically appear on the Favorite app.

Favorite offers cutting edge e-bike technology. We will continue working on the new versions of the product and offering new modules to upgrade your e-bike to the latest version.

FAVORITE SMART SYSTEM & APP

SCAN THE QR CODE ON THE RIGHT, AND DOWNLOAD THE FAVORITE APP.

FAVORITE SMART SYSTEM INCLUDES:



Intelligent Lock



Smart Headlight



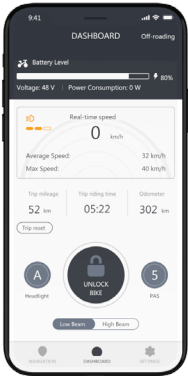
Favorite Display



Button



Fob



Favorite App

UNLOCK THE E-BIKE

Important:
If you're a first-time user, have recently reinstalled the battery, or the bike has been dormant for over 3 days, it will be in sleep mode. To awaken the bike, press and hold the power button for 5 seconds.

THERE ARE THREE WAYS TO TURN ON YOUR FAVORIT E-BIKE:

OPTION 1: TURN ON THE E-BIKE WITH BUTTON

Please hold the power button for five seconds to turn on your Favorite E-bike, and then input the default passcode, 000000.
To set up your own passcode, please refer to page 39 add/change passcode section.



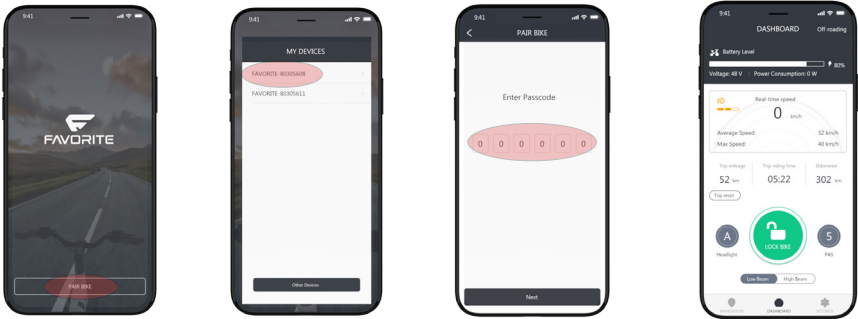
OPTION 2: TURN ON THE E-BIKE WITH RFID

Place the RFID FOB at the top of Favorite logo on the display.



OPTION 3: TURN ON THE E-BIKE WITH FAVORITE APP

Press "PAIR BIKE" and choose your bike under "MY DEVICES" menus.
Input the default passcode, 000000. Press "Next".



DISPLAY DASHBOARD

THE BIKE IS UNLOCKED NOW, AND THE DASHBOARD WILL AUTOMATICALLY SHOW UP ON THE FAVORITE DISPLAY.

BLUETOOTH INDICATOR

LIGHT LEVEL
Control: Press AND hold "+" or "-" button

RIDING MODE

Control: Double press power button

BATTERY

SPEED

Control: Press "M" button to switch between speed, average speed and max speed

POWER

ASSISTING LEVEL

Control: Press "+" or "-" button

ODOMETER

Control: Press AND hold "+" AND "-" button at same time to reset the trip



CHOOSE E-BIKE ASSIST LEVEL

The assist level ranges from level “0” to level “5”. The bigger number, the higher output power. The default value is level “1”.



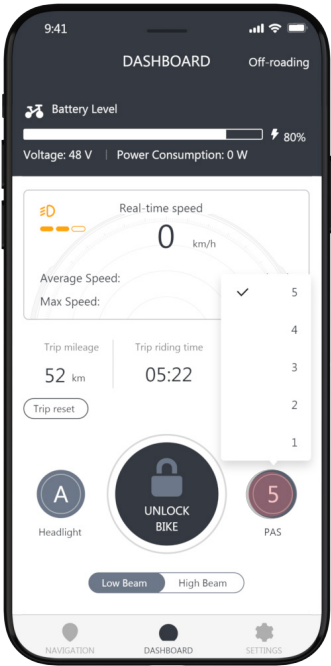
CHANGE ASSIST LEVEL WITH BUTTON

Press “+” or “-” button to increase or decrease the assist level.



CHANGE ASSIST LEVEL WITH APP

Press PAS button and choose assist level.



ACTIVATE THE MOTOR

Congratulations! You are good to go now. Your Favorite E-bike is calibrated and programmed for standard conditions. In addition, your Favorite E-bike has multiple built-in sensors that automatically adjust the light and motor output.



ACCELERATE BY THROTTLE

Use the throttle to accelerate your Favorite E-Bike. The more significant throttle angle, the more extensive motor output.

ACCELERATE BY PEDALING

You can energize the motor output by pedaling the bike. Then, ride it as a regular bike.

USE YOUR 1600 LUMENS LIGHT

The default light mode is "Auto". The built-in dusk-to-dawn sensor will automatically turn the light on when the ambient is dark and turn the light off when it is bright. The brightness of the light adapts to the riding speed. The faster you go, the brighter it will be. The brightness ranges from level "1" to level "3". The bigger number, the brighter light. The light blinks under the "Flash" mode.



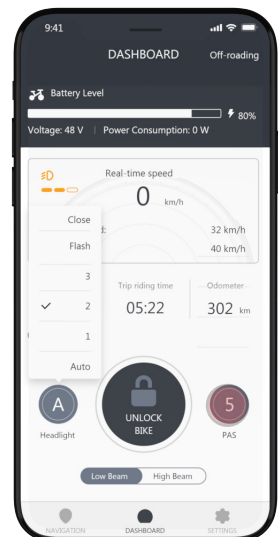
CHANGE THE LIGHT SETTINGS WITH BUTTON

Press AND hold "+" button to brighten the light or "-" to dim the light.



CHANGE THE LIGHT SETTINGS WITH APP

Press the headlight button and choose the light level.



USE YOUR 1600 LUMENS LIGHT

Control the intensity of the light by switching between high beam and low beam.



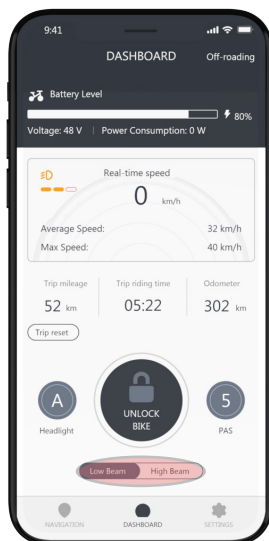
TURN ON/OFF HIGH BEAM WITH BUTTON

Press AND hold "M" button to turn on/off high beam light.



TURN ON/OFF HIGH BEAM WITH APP

Press "high beam" or "low beam" to turn on or off the high beam light.



RIDING MODE

Your Favorite E-Bike comes with two riding modes:

- Off-riding mode (fast acceleration, and max motor output)
- Commuting mode (smooth riding feeling, with acceleration fully controlled as a regular bike)

Whenever the system restarts, the bike will automatically switch to commuting mode.

Dealer can program the riding mode in the advanced settings. Please contact customer service for optimized your riding feeling.



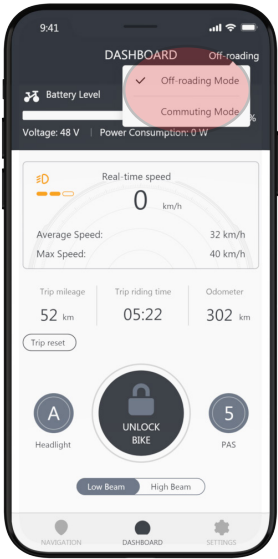
SWITCH MODES WITH BUTTON

Double press "Power" button.



SWITCH MODES WITH APP

Press and choose the riding mode at the right top corner of App dashboard.



TRIP RESET

You can reset your bike's trip mileage, but the total odometer, reflecting the bike's entire distance traveled, cannot be reset.



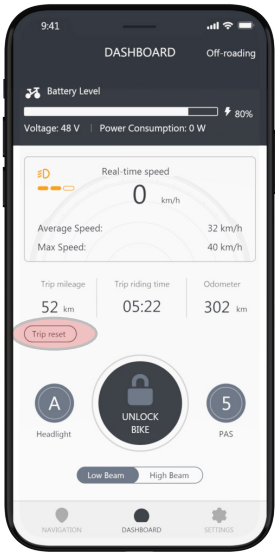
TRIP RESET WITH BUTTON

Press the "+" and "-" buttons simultaneously to reset the trip mileage.



TRIP RESET WITH APP

In the app, press the Trip Reset button to reset the trip mileage.



CHARGING YOUR BIKE

Safety notes:

Charge your battery within 32°F (0°C) and 104°F (40°C) and check for battery or charger damage before charging. If you observe any issues, stop charging, avoid using the bike, and contact Favorite Bikes Product Support for assistance.

CHARGE YOUR BIKE

The charging port is discreetly located on the right side of your battery, protected by a rubber seal. Gently remove the seal to reveal the charging port, and insert the charger before connecting it to a power outlet. To initiate charging, plug the charger's input plug (110/240-volt) into an available power socket. The LED charge status light on the charger will illuminate red to signify that charging is in progress. When the battery reaches full capacity, the indicator will display a solid green light. Upon seeing the green light, first disconnect the charger from the power outlet and then carefully unplug it from the charging port.

It's crucial to unplug your charger from the power outlet once you're done charging. If not disconnected, the charger's indicator light will remain green during your next charging attempt, suggesting that your bike is fully charged when it's not. To ensure proper charging, remember to **disconnect the charger from the power supply after each use**.



BATTERY INDICATOR LIGHT

By pressing the button on the battery, you can swiftly check the battery level through the battery indicator light. The color codes are as follows: blue signifies a 90%-100% charge, green indicates a 33%-90% charge, and red represents a 0%-33% charge.



REMOVE YOUR BATTERY (OPTIONAL)

You can also remove your battery from the bike with the battery keys, and charge the battery independently.



SETTINGS

Settings menu includes:

- Basic Settings
- Advanced Settings
- System Information
- Support and Apps

App only:

- Software Update
- Support and Community



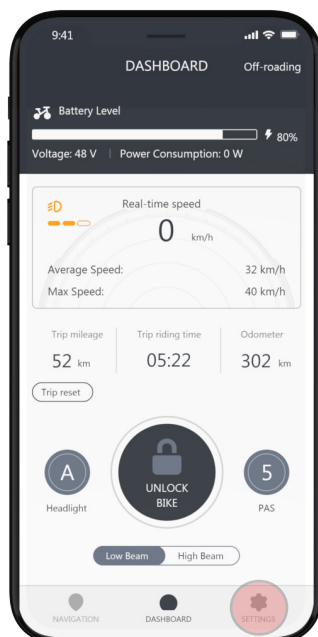
ACCESS THE SETTINGS WITH BUTTON

Press the "M" button twice to enter the settings menu. Once inside the menu, use the "M" button to confirm selections or access submenus. To return to the previous menu or dashboard, press the "Power" button or double-click the "M" button.



ACCESS THE SETTINGS WITH APP

Press "SETTINGS" icon to access the settings menu.



BASIC SETTINGS

Basic settings menu includes:

- Display brightness
- Toggle units
- Battery information
- Default high beam
- Inactivity timer
- Accessories Power
- Assist Level
- Add/Change passcode
- Passcode for unlock
- Shutting down setting
- Match new RFID card
- Factory reset



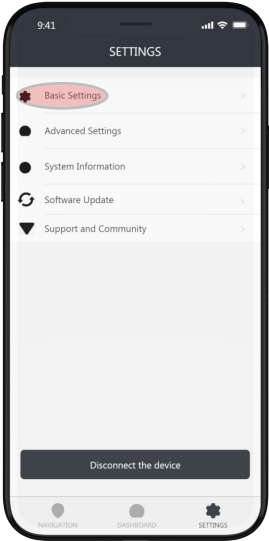
ACCESS SETTINGS WITH BUTTON

When you are in the menu, press "M" button to confirm and go to the sub menu. Double press "M" button to go back to the dashboard.



Press "+" or "-" button to navigate the menu.

Press power button to move back to prior menu.

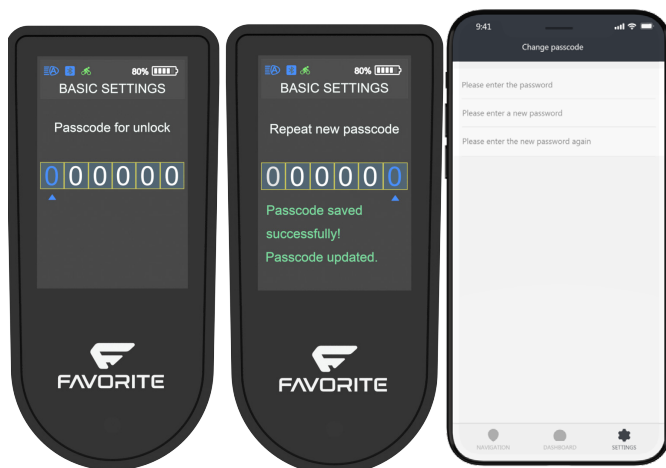


ADVANCED SETTINGS

The advanced settings are intended for use by dealers or Favorite customer service for bike maintenance. The passcode for accessing advanced settings differs from your bike's unlock code. End users are not granted access.

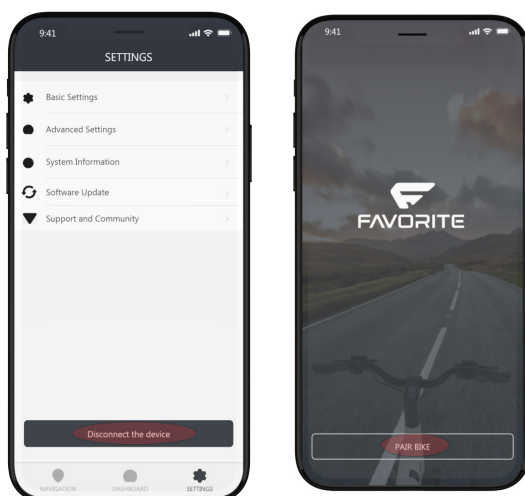
ADD/CHANGE PASSCODE

Please reset your passcode.
The default passcode is 000000. To confirm your input, press the "M" key. If you need to delete your input and return to the previous digit, press the power button.



CONNECT TO ANOTHER BIKE

To connect your phone to another Favorite E-bike, press "Disconnect the device". Then you will be guided to "PAIR BIKE" page.



TURN OFF YOUR FAVORITE E-BIKE

Please manually close the lock after you turn off the display

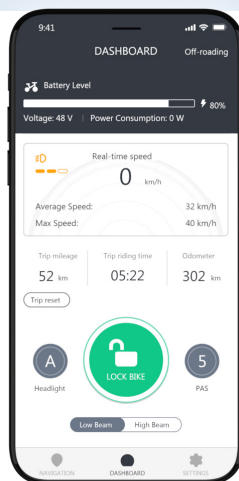
TURN OFF YOUR FAVORITE E-BIKE WITH BUTTON

Press AND hold power button to turn off the system.



TURN OFF YOUR FAVORITE E-BIKE WITH APP

Press "LOCK BIKE" button on the dashboard to turn off the system.

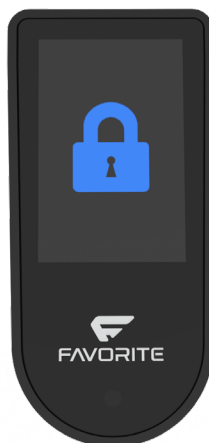


LOCK THE E-BIKE

Close the lock manually, your Favorite E-bike system will then automatically shut off.



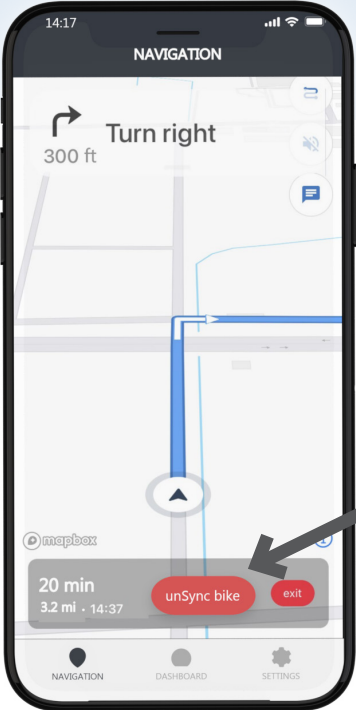
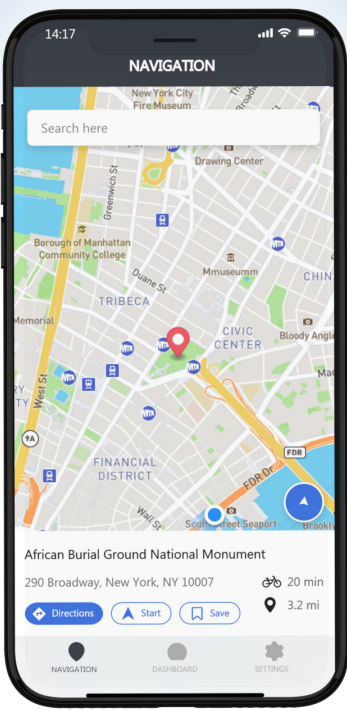
Press the thumb button and push to close the lock.



NAVIGATION

NAVIGATION AND SYNC TO YOUR BIKE

To sync navigation with your bike, first search for and select your destination using your Favorite map app. Once you click "start", the app will automatically synchronize with your bike's display, providing turn-by-turn navigation on the screen. If you wish to exit navigation mode, either select "unsync" within the app or press the power button on the bike's button control.



Press "Sync Bike" or "Unsync Bike" to toggle the visibility of turn-by-turn directions on your display.

ERROR CODE

Error codes help you to identify the cause of a problem, a failing component, and the service actions that might be needed to solve the problem.

	ERROR	SOURCE OF ERROR
21	Voltage Current Error	The battery is not supplying the required voltage to power the display and motor. This can be caused by working the internal controller, motor, and/or battery too hard in some cases (long extended climbs with rider not pedaling hard enough).
22	Throttle Error	When you press and release the throttle, it should return to the original position. Remove any obstructions. Check the throttle and throttle cable for damage, such as a cut or frayed cable or loose connection point.
23	Motor Phase Error	Check the motor cable connection point by the chainstay. Check the cable connection, disconnecting carefully, make sure it is free from grit or contaminants, properly aligned and firmly connected. This error might appear if you don't reconnect the cable after removing the rear wheel (for example, after changing a flat tire, or transporting your bike in or on your vehicle). At least one of the motor phase wires has been damaged or is temporarily disconnected. Another possible cause is, damage to the motor cable as it exits the axle, perhaps if the wheel was dropped on the cable or something hit or pulled the cable.
24	Motor Communication or Hall Sensor Error	
25	EBS (Electronic Brake Shutoff)	Disconnect the electronic brake shut off wire 1 at a time to determine if it is caused by 1 or both. This can happen often after a crash or when the bike is dropped. Inspect both levers for signs of damage or lever not returning to proper position.
26	Low Voltage Protection	If you encounter Error code 26, it means that the battery voltage is insufficient to operate the motor. This is a safety feature of the battery, which activates at approximately 20% charge. If this error occurs at a battery level of 30%, please get in touch with your dealer or customer support to modify the low voltage protection configuration in the advanced settings.
30	Communication Error	A problem with the connection from the internal controller to the display. The display is not receiving vital information. Often the issue is a stressed or damaged display cable, however it can be related to the internal controller, and in rare instances the motor.



OVER HEATING PROTECTION

Using the throttle exclusively on hills for extended periods, especially on hot days, can cause the system to overheat and activate the built-in protection. You might notice that the pedal assist and throttle on your bike cease functioning without any error codes displayed. This occurs as part of the bike's designed safety mechanisms, aimed at preserving your bike's durability and ensuring your safety. Power off the bike and allow it to cool off. Once it has cooled, the bike will resume normal operation.

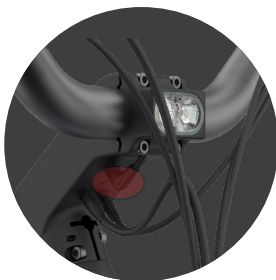
LIGHT ERROR INDICATOR

The light indicator on the left top corner of display flashing X means the light cable is not connected properly.

CHECK THE CONNECTOR ON THE LIGHT BOARD



CHECK THE LIGHT CONNECTOR ON THE STEM



MY FAVORITEBIKE IS NOT TURNING ON

If you are a first-time user, have recently reinstalled the battery, or if the bike has been dormant for over 3 days, it will be in sleep mode. Both the RFID fob and Bluetooth might have gone into sleep mode as well. To awaken the bike, press and hold the power button until the display turns on.

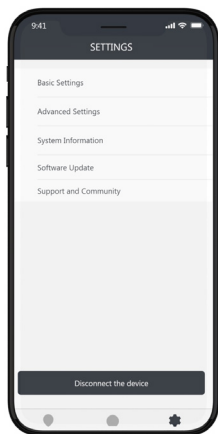
If the display remains unlit, press and hold the power button for approximately 15 seconds to initiate a forced restart.



FIRMWARE UPDATE

STEP 1

Go to 'Settings' and Click "Software Update". The display will go to the firmware update page.



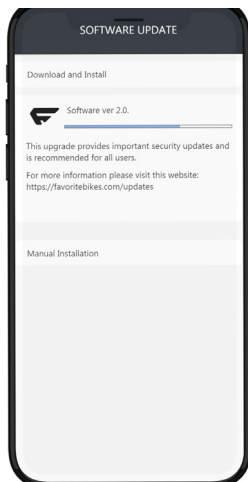
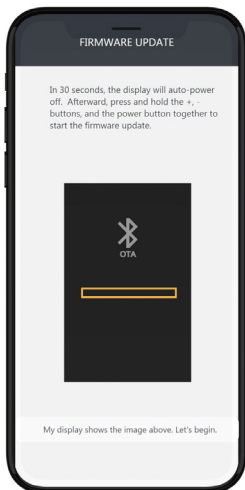
STEP 2

In 30 seconds, the display will autopower off. Afterward, press AND hold "+", "-", AND the power button together to start the firmware update.



STEP 3

If the second display image appears on the updating page as part of step 2, proceed by clicking "Let's Begin."



STEP 4

Press "Download and Install" to start the updating.

STEP 5

Wait until the firmware update completed. Do not power off during updating.





SECTION 4 MAINTENANCE

If you lack the experience, skills, and tools for bike maintenance and adjustments, Favorite Bikes highly advises that a certified and trustworthy mechanic handle your bike's maintenance, tuning, and safety checks.

SERVICE FREQUENCY GUIDELINES

Consistent inspection and upkeep are crucial for maintaining Favorite Bikes' optimal performance and minimizing system wear. The recommended service intervals serve as a general guide, as actual wear and service needs will differ based on usage conditions. It's advised to undertake inspections, servicing, and any required replacements based on whichever of the specified time or mileage intervals occurs first, as outlined in the table below.

Interval	Inspect	Service	Replace
Weekly, 160-321km (100-200 mi)	• Ensure hardware is torqued correctly. • Check drivetrain alignment and function, covering chain, freewheel, chainring, and derailleur. • Verify wheel trueness and silent operation, ensuring there's no spoke noise. • Examine the frame for any signs of damage. • Confirm the brakes are operating effectively.	• Clean the frame by wiping it with a damp cloth. • Utilize barrel adjusters to tighten derailleur and brake cables as necessary. • Fine-tune the brake cable.	• Replace any parts deemed irreparably damaged or broken by Favorite Bikes Product Support or a certified and reputable bike mechanic.
Monthly, 402-1207km (250-750mi)	• Check brake pad alignment and cable tension. • Ensure the bike shifts smoothly and derailleur cable tension is correct. • Assess chain for stretching. • Examine brake and shifter cables for signs of corrosion or wear. • Verify the tension of spokes. • Check accessory mounts, ensuring rack bolts and fender hardware are secure and aligned.	• Clean the drivetrain and apply lubricant. • Verify the torque of the crankset and pedals. • Clean the brake and shift cables. • True the wheels and adjust spoke tension if looseness is detected.	• Replace brakes and shift cables as needed. • Change brake pads if required.
Every 6 Months, 1207-2011km (750-1250 mi)	• Inspect drivetrain (chain, chainring, freewheel, and derailleur). • Inspect all cables and housings.	• Recommend a standard tune-up by a certified and trustworthy bike mechanic. • Lubricate the bottom bracket. • Bleed the brakes.	• Change brake pads. • Replace tires when needed. • Swap out cables and housing if required.

WARNINGS! After the first 50-100 miles (80-160km) of riding, your bike's cables, spokes, and chain may stretch, and bolted connections might loosen due to the initial break-in period. It's essential to get a tune-up from a certified and reputable bike mechanic for your bike, with the exact timing depending on factors like total weight, riding style, and terrain. Regular checks and maintenance are crucial to keep your bike safe and enjoyable to ride.

PRE-RIDE SAFETY CHECKLIST

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

Safety Check	Basic Steps
Brakes	• Ensure both front and rear brakes function correctly. • Ensure brake pads are not overly worn and properly aligned to rims. • Check for well-lubricated, adjusted brake cables without wear. • Secure, lubricated brake levers on the handlebars. • Test for firm brake levers, effective braking, motor cut-off, and operational brake light.
Wheels and Tires	• Ensure tires are inflated to sidewall guidelines and hold air. • Check for adequate tread, no bulges, wear, or damage. • Confirm rims are true with no wobbles or damage. • Ensure spokes are tight and unbroken. • Check axle nuts and quick release on the front wheel are securely tightened, with the quick release lever correctly tensioned and locked.
Steering	• Ensure handlebar and stem are properly aligned, secure, and allow for smooth steering. • Perform a twist test to check stem clamp bolt tightness. • Verify handlebar alignment with the fork and travel direction.
Chain	• Keep the chain clean, lubricated, and smooth, especially in wet, salty, corrosive, or dusty environments.
Bearings	• Ensure all bearings, including the headset, wheel, pedal, and bottom bracket, are lubricated, move freely, and show no excess play or noise.
Cranks and Pedals	• Ensure pedals and cranks are tightly fastened and straight.
Derailleur and Mechanical Cables	• Ensure the derailleur is adjusted and functioning properly. • Ensure shifter and brake levers are securely attached to the handlebar. • Ensure all shifters and brake cables are lubricated.
Frame, Fork, and Seat	• Examine the frame and fork for bends or breaks, ensuring they are intact. • Check that the seat is correctly adjusted and the seatpost lever is secure.
Motor Drive Assembly and Throttle	• Verify the hub motor spins smoothly and its bearings function properly. • Check that all power cables to the hub motor are secure and intact. • Ensure the hub motor's axle bolts are tight and the torque arm, its bolt, and washers are correctly installed.
Battery	• Charge the battery before use, inspect for damage, and lock it securely to the frame. • Store and charge in a dry area between 32°F and 104°F (0°C to 40°C). • Ensure the bike is dry before using it again.
Electric Cables	• Check connectors for proper seating and cleanliness. Inspect cables for damage. • Verify that lights are operational, properly adjusted, and unblocked.
Accessories	• Verify reflectors are installed and visible. • Check bike parts are secure and working. • Inspect safety gear for damage and wear. • Confirm racks, bags, and hardware are tight. • Secure taillight and wiring on rear racks. • Check fenders for secure mounting and damage. • Ensure the lock is unlocked.

TIRE INFORMATION

The tires on your bike are built for durability and safety, suitable for routine cycling. It's important to inspect them for correct inflation and overall condition before each ride. Maintaining proper air pressure, taking care of your tires, and replacing them when necessary will help preserve your bike's performance and prevent unsafe situations. For the Hybrid CSC tires, we suggest an inflation range of 30-40 PSI (2.0-3.5 BAR). Always adhere to the air pressure guidelines provided by the tire manufacturer, which you can find on the tire sidewall.

WARNINGS!

- Maintaining the correct air pressure in your tires is crucial. Do not overinflate or underinflate your tires, as low pressure can cause loss of control, and overinflation might lead to tire explosions. Always adhere to the air pressure specifications marked on the tire to prevent tire or wheel damage.
- Use a regulated air source with a pressure gauge to inflate your tires. Unregulated air sources could lead to overinflation and tire bursts. Despite having flat-preventative liners, tires can still suffer flats due to punctures, impacts, or other damage. Replace worn tires or tubes immediately to avoid injury or damage to the bike.
- Before changing a tire or tube, completely release all air from the inner tube to avoid the risk of injury. Be cautious when using aftermarket tires or tubes not supplied by Favorite Bikes, as this could invalidate your warranty, compromise safety, or damage your bike. If using replacement tires from other brands, ensure they meet legal requirements, including reflective sidewall striping, if necessary.

LONG-TERM BATTERY STORAGE

For long-term storage of your Favorite Bikes, charge the battery to 75% and remove it from the bike. Store the battery in a dry, temperature-controlled area between 32°F to 104°F (0°C to 40°C). Check and charge it to 75% monthly. During extended storage, charge for 2 hours every three months to maintain battery health.

WARNINGS!

- Please follow the above instructions for storing your bike and battery from Favorite Bikes. Failure to follow proper battery storage procedures can result in a non-functional battery. Replacement will not be covered under the warranty.
- If the battery is physically damaged, non-functional, performing abnormally, or was dropped or involved in a crash, with or without obvious signs of damage, please discontinue use and charging and contact Favorite Bikes immediately.
- DO NOT cover up the charger while it is charging. The charger air cools and needs to be on a hard, flat surface in an open space.
- Use the charger with the indicator light facing upward.
- DO NOT use when the charger is inverted, which can inhibit cooling and reduce charger lifespan.
- DO NOT open the battery housing, which will void the warranty and can result in damage to the battery, property or cause serious injury and/or death.

PARK, STORAGE AND TRANSPORT

Adhere to these essential guidelines for parking, storing, and transporting your bike to maintain its condition during travel and downtime.

- Always turn off the power when manually pushing or carrying your bike to prevent unintended motor activation.
- Switch off the power and any lights to save battery life.
- Secure the battery to the frame when powered off or use a key to detach it for enhanced security or to store it in a controlled environment.
- Aim to park indoors whenever feasible. Outdoor parking in wet conditions should be temporary, followed by drying in a sheltered area to avoid moisture-related damage and to maintain optimal functioning.
- Ensure your Favorite Bikes bicycle is parked according to local laws and guidelines when in public spaces.
- It's advisable to lock your bike to deter theft and safeguard it.
- We strongly advise taking effective measures to protect your bike against theft.
- Do not place, store, or transport your Favorite Bikes bicycle on a vehicle rack that is not suited for its dimensions and weight.
- Ensure the vehicle rack is compatible with your bike's tire width.
- For easier transportation on a vehicle rack, remove the battery to lighten the bike. This simplifies lifting and loading, plus allows you to safeguard the battery by keeping it inside the vehicle.
- To prevent damage to the electrical components, refrain from transporting Favorite Bikes on a vehicle rack in rainy conditions.

LIMITED WARRANTY

This warranty is exclusively for e-bikes purchased within the United States and Canada from our official website, favoritebikes.com. For purchases made through other avenues, please consult your original dealer for post-purchase support. All Favoritebikes owners can contact our Customer Service Team for troubleshooting help for the lifetime of their bike.

Covered Components

- Frame (5 Years)
- Motor, throttle, control panel, wiring, lights, sensor modules, and charger (2 Years)
- Battery (Up to 300 charge cycles or retains at least 75% of original capacity)
- Display (Excludes damages from misuse or improper operation)
- Accessories (1 Year)
- Other Essentials (1 Year)

This Limited Warranty is exclusively for the original purchaser of a bike from Favorite, either through our online platform or a physical store. The warranty coverage starts from the date you receive the bike and ends immediately upon the first occurrence of either the conclusion of the Warranty Period or the bike's sale or transfer to another individual. This Limited Warranty does not extend to any subsequent owners or other recipients of the bike.

Covered components are guaranteed to be free from defects in materials and/or workmanship for the duration of the Warranty Period.

This Limited Warranty Excludes:

- Normal wear and tear on any component.
- Consumables and parts subject to normal wear (e.g., tires, tubes, brakes, cables, grips, chains, spokes).
- Damage or defects from not following instructions, acts of God, accidents, misuse, neglect, abuse, commercial use, alterations, non-original parts, operator errors, water damage, extreme or stunt riding, or lack of maintenance.
- Favorite is not liable for damage or loss from unauthorized repairs or non-original parts.
- The Battery is not covered for damage from power surges, using an incorrect charger, poor maintenance, misuse, normal wear, or water damage.
- Favorite has sole discretion to determine warranty coverage for bike or component damage or defects.

Shipping Damage:

Shipping damage to components is not covered under this warranty. However, Favorite will replace parts damaged in shipping if:

1. Damage is reported within 30 days of receipt.
 2. You provide a dated photo of the damage.
 3. All original packaging and paperwork are returned.
 4. You note any visible damage on the shipper's documentation before accepting delivery.
- It's crucial to inspect the bike immediately upon delivery for any damage.
 - Favorite won't replace parts damaged during shipping if you arrange your own shipping method, like a freight forwarder.

LINKS TO VIDEOS AND ONLINE RESOURCES

At Favoritebikes your seamless experience is our priority. We're dedicated to ensuring that you have all the support you need, whether it's through guidance on assembly, usage, or addressing any technical issues.

Help Center

Our Help Center (<https://support.favoritebikes.com/hc/en-us/>) is designed to provide you with a wealth of resources for self-service support:



1. **Product Manuals:** Comprehensive guides are available for download, offering step-by-step instructions on product assembly, usage, and care.
2. **Video Guides:** Our video tutorials provide visual, easy-to-follow instructions to help you get your e-bike ready for the road.
3. **FAQs:** Find quick answers to your questions with our extensive list of Frequently Asked Questions.
4. **Safety & E-Bike Regulations:** Stay informed about important safety practices and adhere to e-bike regulations within your area.
5. **Troubleshooting:** Encounter a hiccup? Our troubleshooting section helps you diagnose and resolve common issues quickly.

Direct Support

If you need further assistance, we offer several convenient ways to connect with our support team:

1. **Submit a Ticket:** Detail your issue through our online support ticket system <https://support.favoritebikes.com/hc/en-us/requests/new>, and we'll get back to you with a solution as soon as possible.



2. **Text Message:** Get fast answers by sending a text to +1 (256) 291-1260.
3. **Email:** Our support team is just an email away at support@favoritebikes.com—expect a swift response.
4. **Facebook Group:** Engage with our customer community and support staff on Facebook group <https://www.facebook.com/groups/favoritebikes> for collaborative problem-solving and tips.





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